







## Our pledge to our clients

The Santa Barbara School Districts are dedicated to making certain our clients—students, families, colleagues, community partners, and visitors—know they are valued.

High-quality service is the job of every employee. As such you can expect that our staff will:

-  **Reflect our belief that students come first.**
-  **Greet you in a timely, positive manner.**
-  **Help you within a reasonable amount of time or promptly refer you to someone who can assist you.**
-  **Take your needs seriously and treat you with dignity and respect, on the phone and in person.**
-  **Provide you with clear, concise communication in a timely manner.**
-  **Maintain your confidentiality and privacy.**

## Our school and district office team is here to serve you.

We value your feedback and suggestions for improving our service. Our districts' "Compliments and Concerns" forms are located at the district office switchboard, at each principal's office, and online ([www.sbsdk12.org](http://www.sbsdk12.org)).