

STUDENT DISABILITY SERVICES

****Customer Service Policy****

All SDS Staff promise to:

- **Greet you with a smile.**
- **To treat you with kindness, courtesy and respect.**
- **Provide you an environment that is safe and friendly.**
- **Focus on your needs.**
- **To teach you how to promote your needs and advocate for yourself independently.**
- **Keep confidential information confidential, according to departmental policy.**
- **Answer your question in a timely manner.**

In the event that your requests are not handled in a satisfactory manner, please ask to speak with the SDS Interim Director, Jane DePriester-Morandini. 313-577-3398 or email: aa7740@wayne.edu