

# **Educational Accessibility Services (EAS)**

## **\*\*Customer Service Policy\*\***

### **All EAS 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 Director of EAS, Dr. Jan Collins-Eaglin.**

**313-577-3398 or email: [an9220@wayne.edu](mailto:an9220@wayne.edu)**