



## Accessibility Customer Feedback Form

The Municipality of Northern Bruce Peninsula is committed to providing you, our customer; with excellent service and to show how much we value, and appreciate you, by meeting and exceeding your expectations. Please take a few minutes to answer the following questions about the service you received today.

Please take a few moments to share your experience with us today.

1. Date of your visit: \_\_\_\_\_

2. Approximate time of your visit: \_\_\_\_\_

3. Department/Facility visited: \_\_\_\_\_

4. Were you satisfied with our customer service today? Yes\_\_\_\_ No\_\_\_\_

If no, please explain:

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5. Did you have any problem (s) with accessing our services, goods or facilities?

Yes\_\_\_\_ No\_\_\_\_

If yes, please explain:

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6. What, in your opinion, can we do to resolve this problem(s)?

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7. Is this problem a common occurrence, and if so, in your opinion, what can we do to remedy the problem(s)?

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8. May we contact you for additional information?      Yes\_\_\_\_      No\_\_\_\_

If yes, please provide your phone number and/or email:

Phone: \_\_\_\_\_      Email: \_\_\_\_\_

In order for us to resolve this problem effectively and to help us better serve you and others in the future, please complete the following information:

Do you currently have a disability?      Yes\_\_\_\_      No\_\_\_\_      If yes, please explain:

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I agree to allow the Municipality of Northern Bruce Peninsula to use the information collected on this form:

Name: \_\_\_\_\_      Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please send completed form to the Municipality of Northern Bruce Peninsula, 56 Lindsay Rd. 5, Lion's Head, Ontario N0H 1W0 or via email [deputyclerk@northernbruce.ca](mailto:deputyclerk@northernbruce.ca)

Personal information on this form is being collected under the authority of Ontario Regulation 191/11 Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005, and will be used for the purpose of collecting feedback, and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. Questions about this collection should be directed to the Deputy Clerk/Accessibility Coordinator, Municipality of Northern Bruce Peninsula, 56 Lindsay Rd. 5, Lion's Head, Ontario N0H 1W0 or via email [deputyclerk@northernbruce.ca](mailto:deputyclerk@northernbruce.ca)

We are attempting to make every document accessible but there may still be difficulty in recognizing all of the information. Please contact the Deputy Clerk/Accessibility Coordinator if you require assistance and we will make every attempt to provide this information in an alternate format.