



Accessible Customer Service Feedback Form

The Township of Brock is committed to providing high quality customer service. We value all of our customers and strive to meet everyone's needs. We use your feedback to make sure that we can meet reasonable expectations and can provide our services to all users and make improvements, where necessary.

Please complete this section:

Which Township of Brock facility did you visit? _____

What part of the facility did you visit? _____

What was the purpose of your visit? _____

When did you visit this Township of Brock facility? Date: _____ Time: _____

Did we respond to your customer service needs? Yes No

If no, please explain why: _____

Was our customer service provided in an accessible manner? Yes No Somewhat

Please explain: _____

Did you have any issues accessing our goods or services? Yes No

Please explain: _____

Please provide any other comments or suggestions you may have. _____

Would you like to be contacted by the Township? Yes No

Note: If yes, upon receipt, the Township shall investigate the matter and provide a written response within 30 days.

Please provide us with your contact information:

Name: _____

Mailing Address: _____

Home Phone Number: _____ Cell Phone Number: _____

Email Address: _____

Please indicate your preferred method of contact: Phone Mail Email

Thank you for your feedback!

Please return your completed form:

Attention: Clerk's Department

In-Person/Mail: Township of Brock, 1 Cameron Street East, Box 10, Cannington, Ontario, L0E 1E0

Telephone: 705-432-2355

Fax: 705-432-3487

Email: brock@townshipofbrock.ca

For Office Use Only

Date feedback form was received: _____ Received by: _____

Follow Up required: Yes No Date follow up required by: _____

Follow up completed by: _____ Date follow up completed: _____

Additional Information/Notes: _____

NOTE: Personal Information on this form is being collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act R.S.O. c.F.31, s. 39 (2). Questions about the collection of personal information may be directed to the Township of Brock, 1 Cameron St. E., Box 10, Cannington, Ontario, L0E 1E0.