



## Customer Feedback Form

The County of Bruce 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. If you require an alternative format in order to provide your feedback, please let us know.

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

1. Date of your visit (YYYY-MM-DD) (required)
2. Approximate time of your visit (HH:MM) (required)
3. Department/Facility visited (if known)
4. Were you satisfied with our customer service on the day of your visit? (required)
  - Yes
  - No

If no, please explain

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

Yes

No

If yes, please explain

6. If yes, are these problems a common occurrence?

Yes

No

7. If you had any problems, what, in your opinion, can we do to resolve them?

8. May we contact you for additional information? (required)

Yes

No

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

Phone number with area code

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? (required)

Yes

No

If yes, please describe

By signing this form, I agree to allow the Corporation of the County of Bruce to use the information collected on this form:

Full name (first and last) (required)

Signature (sign digitally or print and sign)

Date of signature (YYYY-MM-DD) (required)

### **Submission options**

Please email the electronically filled form to: [lwhite@brucecounty.on.ca](mailto:lwhite@brucecounty.on.ca)

If you filled the form by hand and/or physically signed it, please also send the completed printed and signed form to:

County of Bruce,  
30 Park Street PO Box 70,  
Walkerton, Ontario N0G 2V0

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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 Clerk, County of Bruce, 30 Park Street, Walkerton, Ontario N0G 2V0, Phone 519-881-1291 or email: [lwhite@brucecounty.on.ca](mailto:lwhite@brucecounty.on.ca)