



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: _____
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:

5. Did you have any problem(s) with accessing our services, goods or facilities?
Yes ___ No ___
If Yes, please explain:

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

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

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:

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

Name: _____ Signature: _____

Date: _____

Please send completed form to County of Bruce, 30 Park Street, PO Box 70, Walkerton, Ontario N0G 2V0 or via email to dvanwyck@brucecounty.on.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 Clerk, County of Bruce, 30 Park Street, Walkerton, Ontario N0G 2V0, Phone 519-881-1291 or email: dvanwyck@brucecounty.on.ca