

## Accessibility Customer Service Feedback Form

Thank you for visiting a Township of Bonfield Facility and/or website. We value all of our customers and strive to meet everyone's needs.

Let us know how we did in serving you.

Please indicate which Township of Bonfield facility you visited.

- Municipal Office
- Public Library
- Medical Centre
- □ Fire Department
- Parks \_\_\_\_ Centennial \_\_\_\_ Kaibuskong \_\_\_\_ Rutherglen \_\_\_\_ Covered Rink Building
- Public Works
- □ Website

Please tell us the date and time of your visit (yyyy-mm-dd) (hh:mm)

Did we respond to your customer service needs?

- 🗆 Yes
- □ No

Was customer service provided to you in an accessible manner?

- Yes
- □ No
- □ Somewhat

If you answered somewhat or no, please explain below.

Contact Information: Name and telephone number

Email Address

Personal Information contained on this form is collected pursuant to the Accessibility for Ontarians with Disabilities Act, 2005 and will be used to assist the Township in ensuring that the delivery of its goods and services to those with disabilities is provided in an effective and timely manner. Questions about this collection should be directed to the Municipal Office, 365 Hwy 531, Bonfield ON POH 1E0 705-776-2641 or by email at: cao.clerk@bonfieldtownship.org



## Schedule E

Document for Addressing Customer Feedback

Date feedback received: Name of customer [optional]:

Contact information (if appropriate):

Details:

Follow-up:

Action to be taken:

Staff member: \_\_\_\_\_

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