



ACCESSIBLE CUSTOMER SERVICE FEEDBACK PROCESS

The Township of The Archipelago is committed to providing high quality customer service to all people including those with disabilities. We welcome your comments to help us monitor and improve our services and experiences.

Feedback regarding the way the Township of The Archipelago provides its goods and services may be given by using the attached feedback form, by mail, e-mail or verbally in person or by telephone.

All feedback should be directed to the Township Clerk at:

Township of The Archipelago
9 James Street
Parry Sound, Ontario P2A 1T4
Phone: 705-746-4243
Fax: 705-746-7301
Website: www.thearchipelago.on.ca

All feedback will be kept in strict confidence and used to improve customer service. All feedback will be acknowledged within a maximum of 5 business days from the date of receipt. A response to the feedback is not mandatory, however, should an answer be deemed appropriate and should the customer choose to supply his or her contact information, the customer may expect a response within 30 days.

Dated this 26th day of October, 2009.



Feedback Form

(This document is available in alternative formats upon request.)

Thank you for visiting the Township of The Archipelago. We value all of our citizens and customers and strive to meet everyone's needs. Please submit your completed form to any of the following:

Mail or deliver to: Clerk
 Township of The Archipelago
 9 James Street
 Parry Sound, Ontario P2A 1T4

Fax to: 705-746-7301

E-mail to: skaegi@thearchipelago.on.ca

Please tell us about your visit:

| | |
|--|-----------|
| Date and Time of Visit: | Location: |
| Did we respond to your customer service needs on this visit? Yes Somewhat No | |
| Was our customer service provided to you in an accessible manner? Yes Somewhat No | |
| Did you have any problems accessing our goods and/or services? Yes Somewhat No | |
| Please provide details of your customer service experience. | |

If you wish to be contacted by a staff person, please provide your contact information.

| | | |
|--|-----------------------|--------|
| Name | Name of Organization | |
| Address | | |
| Home Phone Number | Business Phone Number | E-mail |
| This information is collected by the Corporation of the Township of The Archipelago under the Freedom of Information and Protection of Privacy Act R. S.O. 1990, c.F. 31, s. 39(2) for the purposes of improving accessible customer service. Questions about the collection of this information can be addressed to: Clerk's Department, 9 James Street, Parry Sound, Ontario, P2A 1T4 Phone: 705-746-4243 | | |

For Township Use Only

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|------------------------------|----------------------------------|
| Date Feedback was received | Date Forwarded to Clerk's Office |
| Responsible Department | |
| Comments / Follow-up Actions | |