

## ACCESSIBILITY FEEDBACK FORM – CUSTOMER SERVICE

Community Living – Stormont County is committed to providing accessible customer service. We welcome your comments to help us monitor and improve our services and your experiences. Please take a few minutes to complete this survey.

Time of your Visit:	Date:
What was the purpose of your visit?	
<b>WHICH DEPARTMENT WERE YOU ACCESSING?</b>	
<input type="checkbox"/> Administration	<input type="checkbox"/> Community Connections
<input type="checkbox"/> Administrative Services	<input type="checkbox"/> Residential Accommodations
<input type="checkbox"/> Reception	<input type="checkbox"/> TAY
<input type="checkbox"/> Passport /Partnership Program	
<input type="checkbox"/> Foundations	
<input type="checkbox"/> E.C.I.C.S. (E.C.I.S.S)	
Was the service provided to you in an accessible manner/format?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Please provide details regarding your customer service experience:	
Did you encounter any barriers or difficulties accessing services?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Did we respond to your customer service needs?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Do you wish to be contacted regarding your customer service experience?	YES <input type="checkbox"/> NO <input type="checkbox"/>
If so, please provide the following information: Are you a: <input type="checkbox"/> Service User <input type="checkbox"/> Family Member <input type="checkbox"/> Other	
First Name:	
Last Name:	
Street Address	
Town	
Daytime Phone Number:	Evening Phone Number:
E-Mail Address:	
How would you like to be contacted:	

This form can be mailed, e-mailed, faxed or hand-delivered to the following:

**Community Living – Stormont County – Accessibility Feedback**

**Mail:** 280 Ninth St. West, Cornwall, Ontario K6J 3A6

**E-Mail:** [j.helmer@clstormont.ca](mailto:j.helmer@clstormont.ca) **Fax:** 613-938-2033

**In Person:** 280 Ninth St. West

Community Living – Stormont County will respond to your feedback within ten business days outlining action(s) to be taken. Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your comments or request.