



Client Feedback Form

We want your feedback ! Your answers will help us continue to provide high quality consular services.

Please note that you will not receive a reply to your comments in this form. If you have a question or concern for which you would like a response, please contact the consular program manager at the Canadian consular office where you received the service or go to <http://travel.gc.ca/assistance/emergency-info/consular/standards> for more information on our service standards.

If you prefer to provide feedback online, please complete the electronic version of the form at <http://travel.gc.ca/assistance/emergency-info/consular/client-feedback-form>.

Service Information

Date of service (yyyy-mm): _____

Location: country where you received service: _____ office providing service _____

Avenue(s) of service: ☐ in person ☐ over the phone ☐ via email ☐ by mail

Service(s) or information requested: (please check)

☐ assistance after loss or theft

☐ passport issuance

☐ citizenship

☐ notarial service

☐ general information

☐ other _____

Service Rating

| Please indicate how satisfied you were with | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------------|-----------|---------|--------------|---------------------|
| 1. the speed of the service | | | | | |
| 2. the accuracy of the information provided | | | | | |
| 3. the courteousness of staff | | | | | |
| 4. the service overall | | | | | |
| | Better than expected | Yes | Neutral | No | Worse than expected |
| Did the service meet your expectations? | | | | | |

Please use the space below for comments that will help us understand your rating of our services above. (Optional)

Client Information (Optional), Ms/Mrs/Mr: _____

Please return the completed form to the mission where you received the service or send it to :

Consular Corporate Management and Innovation (JNA)
Foreign Affairs, Trade and Development Canada
125 Sussex Drive
Ottawa ON
Canada K1A 0G2
travel@international.gc.ca