



Customer Feedback on Accessibility
for Ontarians with Disabilities
(POLICY CrS-HR-62)

The City of Owen Sound strives to meet the needs of all our citizens. We use your feedback to make sure that we meet reasonable expectations and can provide our services to all our users, and make improvements where necessary.

NOTE: This form is also available online at www.owensound.ca and is available in alternative formats in the Clerk's Department.

When did you visit the City (date and time)?

What department did you visit at the City?

Did we respond to your customer service needs?

YES NO

Was our customer service provided in an accessible manner?

YES SOMEWHAT NO

Please explain:

Did you have any problems accessing our services?

Yes Somewhat No

Please explain:

Do you have any other comments?

Contact Information (Optional):

Name: _____

Address: _____

Phone Number: _____

E-mail Address: _____

Preferred Method of Contact: Mail Phone E-mail