

Dear Valued Customers:

We strive to improve accessibility for our customers with disabilities. We have an established feedback process that will allow you to provide feedback via telephone, in writing, e-mail, online, or in-person. We would like to hear your comments, questions, suggestions about the provision of our goods or services to people with disabilities, which will then allow us to make necessary changes and/ or improvements.

**We can arrange for accessible feedback and alternate formats upon request.**

Forward comments to: Human Resources 905-688-5222 or e-mail [administration@clstcatharines.ca](mailto:administration@clstcatharines.ca)  
CLSC website [www.clstcatharines.ca](http://www.clstcatharines.ca)

Thank you for visiting Community Living St. Catharines. We value all our customers and strive to meet everyone's needs.

Date of visit:	Time of visit:	Name and Contact Information (optional)
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	Comments
Did we respond to your customer service needs today? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Customer service provided in an accessible manner? <input type="checkbox"/> Yes <input type="checkbox"/> Somewhat <input type="checkbox"/> No	
Did you have any problems accessing our services? <input type="checkbox"/> Yes <input type="checkbox"/> Somewhat <input type="checkbox"/> No	
Additional Comments:	

Office Use Only:

Date Feedback Received:	Follow Up/Action taken by:	Follow Up/Action taken:
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**Thank you for participating in this survey so that we may serve you better. Complaints will receive a prompt response. CLSC Management**