

## How is Our Accessible Customer Service?

Your needs are important to us. Please take a few moments to tell us about the accessible customer service you received.

Date \_\_\_\_\_

### 1. Please check off the department you visited:

CAO's Office  City Clerk's  Finance Department  Human Resources

Engineering & Planning  Fire/EMS Services  Legal Department

Community Services Location: \_\_\_\_\_

Public Works & Transportation Location: \_\_\_\_\_

Social Services Location: \_\_\_\_\_

2. When did you visit? Date: \_\_\_\_\_ Time \_\_\_\_\_

3. Who did you speak with? \_\_\_\_\_

### 4. Did the staff member ask "How may I help you?"

Yes  No  Sort of

**Please explain**

### 5. Were we able to meet your accessibility needs to access our goods and services?

Yes  No  Sort of

**Please explain**

**Other comments welcomed**

### If we may contact you please provide contact information:

Name \_\_\_\_\_ Phone/TTY \_\_\_\_\_

Mailing Address \_\_\_\_\_

Email Address \_\_\_\_\_

### Please send your comments to the department directly at:

(Name of Department) P.O. Box 580, 99 Foster Drive, SSM, ON, P6A 5N1

Thank you for taking time out of your day to let us know how we are doing

The Corporation of the City of Sault Ste. Marie.