



## Accessibility Feedback Form

The Upper Grand D.S.B. is committed to providing excellent customer service and comments help us improve the visitor experience. Feedback is welcome. Please complete this form and leave it with a staff member or send it to Jim Bowie, Health and Safety Officer, 500 Victoria Road North, Guelph ON, N1E 6K2 or call 519 822 4420 ext. 879. If you want to provide your feedback using an alternative format, please let us know.

Pursuant to the Municipal Freedom of Information and Protection of Privacy Act, the legal authority for the collection of this information is the Accessibility for Ontarians with Disability Act, 2005, Regulation under the Act, Accessibility Standards for Customer Service, Ontario Regulation 429/07. The purpose of the collection of your personal contact information is so that we may respond to your feedback. This form is retained for a period of one year.

### Personal information is Optional:

First Name:

Last Name:

Address:

City:

Province:

Postal Code:

Phone Number:

Email:

What school or site did you visit:

Date of visit:

Compliments and/or concerns:

What could the U.G.D.S.B. do to make it easier for you to access our goods and services?

Would you like to be contacted?

No, I do not need to be contacted

Yes, my preferred method of contact is:

Mail

Phone

E-Mail

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### For Office Use Only

Customer Feedback Response

Date received:

Follow up: