



Customer Service Feedback Form

Providing quality service that is accessible to individuals who use our services is important to us. Your comments, complaints and compliments will help us monitor and improve our services and your service experiences. Your feedback will help us identify where changes should be considered, ways in which we can improve how we deliver services to individuals and other people with disabilities, and what we do well.

Feedback may be provided by Mail or deliver to: 100-111 Elm Street, Sudbury, ON P3C 1T3 or
E-mail: info@cmha-sm.on.ca Telephone: 705-675-7252 Fax: 705-675-7247

The date of the service experience you would like to provide feedback on: _____

What service did we provide? _____

No A bit Somewhat Almost Yes

- Did we meet your service needs?
- Were you treated in a courteous and considerate manner?
- Was service provided in a timely manner?
- Was our service provided to you in an accessible manner?
- Were you satisfied with your overall service experience?

Please give the details of your service experience: _____

Do you have suggestions that will help us enhance the way we provide services to people with disabilities?

Contact details: (optional)

If you want to receive a reply, please let us know how you would prefer us to contact you.

- Email – Your email address is: _____
- Telephone – Your telephone number is: _____
- TTY – Your TTY number is: _____
- Mail – Your mailing address is: _____