

Customer Service Feedback Form

The Rainy River District Social Services Administration Board is committed to offering exceptional customer service and ensuring that you, the customer, receive the most timely and efficient quality of service available. Your feedback is important to us. It will enable us to determine the nature of your needs, and will assist us in developing ways to enhance our service delivery. Please take a few moments to fill out the questionnaire below.

1. Was your experience with the RRDSSAB a positive one?
 Yes No

Please comment:

2. If you contacted various Departments or Programs, which ones have you been in contact with? Please check all that apply.
- Administration
 - Child Care
 - Finance
 - Housing
 - Land Ambulance
 - Maintenance/Custodian
 - Ontario Works
 - Reception

3. Were you in contact with a particular staff person who proved to be a valuable resource to you?
 Yes No

Please comment:

4. How satisfied were you with the overall service provided by the RRDSSAB?
Expectations were: Met Exceeded Not meet

- a) Were staff responsive? Yes No
- b) Were they prompt? Yes No
- c) Were staff helpful and courteous? Yes No
- d) Did they display a professional attitude? Yes No
- e) If you expressed a concern, was it resolved to your satisfaction? Yes No
- f) Was there anything further that could have been done on your behalf? Yes No
- g) Will you contact the RRDSSAB again with your queries and/or concerns? Yes No

Please comment:

5. If not already expressed, do you have any suggestions and/or comments for enhancing our service delivery?

6. If you want a response, check this box:

7. In some instances, we are better able to resolve an issue when contact is possible. Please provide us with your contact information below. Anonymous complaints cannot be acknowledged.

Name: _____ Work Phone: _____

Address: _____ Home Phone: _____

_____ Postal Code: _____

Email: _____ Fax: _____

Please return this completed form to our Fort Frances office at 450 Scott Street, P9A 1H2 or fax it to: (807) 274-5729 to the attention of the Accessibility Coordinator.