

Accessible Service Delivery Feedback Form

Providing quality service that is accessible to our clients, visitors, members of the community who use our facilities 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 accessible services and what we are doing a good job at.

Feedback may be provided in person at any YWCA location, or may be provided by:

Email: general@ywcakw.on.ca

Fax: 519-57-0129

Mail: 153 Frederick Street, Kitchener, ON N2H 2M2

Telephone: 519-576-8856

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

What service did we provide? _____

| Did we meet your service needs? | 1 (no) | 2 | 3 | 4 | 5 (yes) |
|---|-----------|---|---|---|------------|
| Did you receive the service, information, or help you needed? | | | | | |
| 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? | | | | | |
| Did you have any problems accessing the service? | | | | | |
| Were you satisfied with your overall service experience? | | | | | |
| Please give details of your service experience: | | | | | |
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| Do you have any suggestions that will help us enhance the way we provided service to you? | | | | | |
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Contact details (optional)

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

Email: _____

Telephone: _____

Mail: _____

TTY:

This document is available in alternate formats upon request