

Client Comment Card

(identify service scope/point of service)

In order to continue to offer to our client a high quality level service, we would like to receive your comments.

Your feedback is important for us. It provides guidelines on what should be improved in order to meet our client expectations.

Could you please take some time to complete this questionnaire and (how to return comment card should be precise)?

Thank you

(Signature)

What was the reason for your contact with us? (question not required if there is only one service offered at a point of service)

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- Service A (to be specified)
- Service B (to be specified)
- Service C (to be specified)
- Service D (to be specified)

How did you get access to the service? (This question is not required if there is only one delivery channel)

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- In person
- By phone
- By mail
- By internet or electronic kiosk

How satisfied are you with this aspect of our service?

	Very Dissatisfied	←	↔	Satisfied	Very Satisfied
Timeliness	1	2	3	4	5
Staff courtesy	1	2	3	4	5
Staff competence	1	2	3	4	5
Quality of information	1	2	3	4	5
Fairness of service	1	2	3	4	5
Overall quality of service	1	2	3	4	5

Could you indicate, what should be our priorities for service improvement?

If you wish to comment on any of the above or other matters, please do so below

Would you like someone to contact you concerning your comments or the problems you had to deal with our service?

- Yes, please complete the next section
- No

Name:

Phone #: () - _____

Your personal information will be protected under Canada's *Privacy Act*.

