



**Customer Service Feedback Form**

Thank you for visiting Community Living Thunder Bay. We value all of our customers and strive to meet everyone's needs, and we recognize that receiving feedback provides a valuable opportunity to learn and improve.

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Location: \_\_\_\_\_

**1. Were you satisfied with the customer service we provided you?**

Yes                      No                      Somewhat

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**2. Was our customer service provided to you in an accessible manner?**

Yes                      No                      Somewhat

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**3. Did you experience any problems accessing our goods and services?**

Yes                      No                      Somewhat

Comments:

\_\_\_\_\_  
\_\_\_\_\_

Contact Information (optional)

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Feedback may be completed and mailed to Quality Improvement CLTB 1501 Dease St, Thunder Bay ON P7C 5H3, or by email to: [QualityImprovement@cltb.ca](mailto:QualityImprovement@cltb.ca). Your personal information will not be shared with any other parties or used for any other purpose than for communicating with you regarding the comments or concerns that you have raised. We will make all reasonable efforts to address concerns or complaints immediately.