



# CUSTOMER SERVICE INITIAL COMPLAINT AND FEEDBACK FORM

The Town of South Bruce Peninsula is committed to providing the highest level of customer service possible. We value all of our customers and strive meet everyone's needs. We welcome your comments to help us monitor and improve our services and experiences. Please submit your completed form to any of the following:

Mail or deliver to:  
Town of South Bruce Peninsula  
P.O. Box 310, 315 George St  
Warton, ON  
N0H 2T0

Fax to:  
519-534-4976

Email to:  
[sbpen@bmts.com](mailto:sbpen@bmts.com)

Please tell us the date and time of your contact with us: \_\_\_\_\_

Please tell us the location of your contact with us: \_\_\_\_\_

Did we respond to your customer service needs?  Yes  No

Was our customer service provided to you in an accessible manner?  Yes  Somewhat  No

If you selected "No" to the above question please explain

Please provide the details of your customer service experience.

If you wish to be contacted by a staff person, please provide your information:

Your full name:	Day Telephone:	Evening Telephone:
Address:	Email:	
Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your request. Questions should be directed to Accessibility Coordinator for the Town, Rhonda Cook, 315 George Street Warton, Ontario N0H 2T0 519-534-1400 ext 121		

For Town of South Bruce Peninsula use only

Request Number:	Received By:	Referred to:	Date Referred:
Comments:			