



# Grand River Conservation Authority

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## Customer Feedback Form

Thank you for visiting a facility or taking part in a program of the Grand River Conservation Authority. The GRCA values your feedback on the accessibility of our services. If you have any comments, suggestions, questions or complaints, we want to hear from you.

Date of visit: \_\_\_\_\_ Time of visit: \_\_\_\_\_

**Was there a specific program or event that was the reason for your visit?**

Yes  No

If you answered 'Yes', please provide the name of the program or event.

**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 answered 'Somewhat' or 'No', please explain below.

**Did you have any problems accessing our goods and services?**

Yes  Somewhat  No

If you answered 'Somewhat' or 'No', please explain below.

**Please provide any other comments.**

**Would you like us to contact you?**

Yes  No If you answered 'Yes', please provide your contact information:

Name \_\_\_\_\_ Phone \_\_\_\_\_ E-mail \_\_\_\_\_

Street address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

We will respond as quickly as possible.