

Accessible Customer Service Feedback

The City of Guelph is committed to providing its goods and services in an accessible manner and promotes accessibility through policies, procedures and practices governing the provision of its services to people with disabilities as outlined in the Accessibility for Ontarians with Disabilities Act, PART IV.2 Customer Service Standards, Ontario Regulation 191/11

We welcome your comments.

Feedback options

To contact us with your feedback, request this document in an alternate format, or to submit a print copy of this form:

- Return the form to Accessibility Services, City Hall, 1 Carden St Guelph, ON N1H 3A1
- For more information, call 519-822-1260 ext. 2670, or TTY 519-826-9771
- Email: accessibility@quelph.ca

Form

Suggestion Concern/Request Date:

Can we contact you if more information is needed?

Would you like us to follow up with you?

If yes to either of these questions, please provide your contact information:

Name:

Address:

Phone Number:

E- Mail:

Subject:

Description:

Suggestion of how to resolve the concern:

Privacy of Your Information:

The information on this form will be kept safe at the City.

The City follows:

- the Municipal Act, 2001,
- the Municipal Freedom of Information and Protection of Privacy Act, R.S.O 1990, and
- the Personal Health Information Protection Act, 2004.

Your information will be used to address the suggestion, concern and/or request that you gave us. To do this we may share the information with some City departments that can help us deal with the issue.

We may also contact you to find out more information or to give you updates as we work through the issue. If you have questions about your information on this form, please call the Information, Privacy and Records Coordinator: 519-822-1260 ext. 2439, TTY 519-826-9771.