



Customer Service Initial Complaint and Feedback Form

33 Talbot St. South
Essex, ON N8M 1A8
www.essex.ca

t 519-776-7336
f 519-776-8811

Section A - General Information

The Town of Essex is committed to providing high quality customer service. We value all of our customers and strive to meet everyone's needs. We welcome your comments to help us monitor and improve our services and customer experiences. Please submit your completed form to the Town of Essex Municipal Office.

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

YYYY/MM/DD

Time

Did we respond to your customer service needs: Yes No (please explain below)

Was our customer service provided to you in an accessible manner: Yes Somewhat No (please explain below)

Please provide the details of your customer service experience

Section B - Contact Information

Your Full Name:

Surname

Given Name

Address:

Street

City

Province

Postal Code

Home Phone Number: ()

Business Phone Number: ()

Email Address:

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 feedback. Questions should be directed to the Clerk for the Town of Essex, 33 Talbot Street South, Essex Ontario, N8M 1A8, or at 519-776-7336 extension 10 or 11.

Section C - OFFICE USE ONLY

Form received by:

Surname

Given Name

Date Received

Referred to:

Surname

Given Name

Date Referred

Comments