

## **FEEDBACK**

### **ACCESSIBLE CUSTOMER SERVICE UNITED COUNTIES OF STORMONT, DUNDAS AND GLENGARRY**

Feedback from customers gives the United Counties of Stormont, Dundas and Glengarry opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services, and recognizes the right of customers to make a complaint.

- 1. To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:**

**In writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) addressed to:**

**Clerk, United Counties of Stormont, Dundas and Glengarry  
26 Pitt Street, Cornwall, Ontario, K6J 3P2  
Email: [info@sdgcounties.ca](mailto:info@sdgcounties.ca) Attention: Clerk  
Phone: 613 932-1515, Extension 203  
Fax: 613 936-2913**

- 2. The Clerk will respond either in writing, in person, e-mail, telephone, or disk (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.**
- 3. Feedback will be encouraged by County Staff and the process for feedback will be explained to customers and posted on the County website.**
- 4. Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.**