

REPORT A CONCERN

UNITED COUNTIES OF STORMONT, DUNDAS AND GLENGARRY

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

- 1. To ensure that feedback is provided in an effective and timely manner, residents are invited to provide their insights as follows:**

In writing, in person, e-mail, telephone, (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 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 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 when necessary.**