



## Town of LaSalle Accessible Customer Service Complaint and Feedback

The Town of LaSalle is committed to providing high quality goods and services to all members of the public it serves. We value all of our customers and strive to meet everyone's needs. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements. Feedback about the delivery of goods and services to persons with disabilities may be submitted via any of the following:

**Mail or deliver to:**

Town of LaSalle  
5950 Malden Road  
LaSalle, ON N9H 1S4

**Call:**

Town of LaSalle  
519-969-7770

**Fax to:**

Town of LaSalle  
519-969-4469

**E-mail to:**

arobertson@lasalle.ca

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

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.

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If you wish to be contacted by a staff person, please provide your information:

Your full name	Day Telephone Number	Evening Telephone Number
Address	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 request. Questions should be directed to the Deputy Clerk, Town of LaSalle, 5950 Malden Road, LaSalle, Ontario, N9H 1S4 or at 519-969-7770, extension 1256.

**This document is available in alternate formats upon request.**

**For Town of LaSalle use only**

Request number	Received by (name)	Referred to (name)	Date referred
Comments/Corrective Action if required			