



Service Feedback Form

The Trent Hills Public Library welcomes feedback on the services we provide. Patrons are welcome to submit feedback in person, by telephone, in writing, through our Facebook page, by email or through our website. This form may be used by patrons wishing to submit their feedback in writing.

Patrons who provide their contact information will receive an acknowledgement of their feedback within two business days of its receipt and a response within ten business days.

Contact Information: (ex. Name, phone number, email address, etc.)

Please respond to me by:

Telephone Email Inwriting/letter

Feedback: (Please provide a detailed description of the issue or suggestion)

Personal information collected by the Trent Hills Public Library is done so under the authority of the Public Libraries Act, R.S.O. 1990, c. P.44, s. 4(3) and s. 20 and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. c. M.56, s. 28(2). The information collected will be used in the process of the library's business. Questions regarding the collection of this information should be directed to the CEO, Trent Hills Public Library, 98 Bridge St E. Campbellford, ON, K0L 1L0. (705) 653-3611



Accessible Customer Service Feedback Response

Date: _____ Time: _____ Location: _____

Customer Name & Contact Information: _____

Did we respond to your customer service needs? Yes ____ No _____

Was our customer service provided to you in an accessible manner?

Yes ____ No ____ Somewhat ____ Please Explain _____

Did you have any problems accessing our services?

Yes No Somewhat Please Explain _____

Additional Comments: _____

OFFICE USE ONLY

Follow Up Action Taken: _____

Contacted Customer with Response: Yes ____ No _____

If No Please Explain _____

Sign _____

Date _____