



Accessibility Customer Service Feedback Form

The City of Pembroke is working hard to ensure that our facilities and services meet your needs and expectations. We value your feedback. By answering the questions below, you will help us to better assist you by identifying opportunities for improvement.

Date and Time of your visit:

1. Did we respond to your customer service needs today? Please explain
2. Was our customer service provided to you in an accessible manner? Please explain
3. Did you encounter any problems in accessing our goods and services? Please explain
4. Please add any further comments you may have.

Thank you

The City of Pembroke

Personal information collected in pursuant to the Municipal Act, S.O. 2001 and will be used for the purpose of collecting feedback. It will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56. Any questions regarding the collection of this information should be directed to: Accessibility Coordinator, City of Pembroke, 1 Pembroke Street East, Pembroke, Ontario. K8A 3J5, 613-735-6821, ext. 1330.