

### Customer Service Feedback Form

Providing quality service that is accessible to our tenants, visitors, applicants or others who use our services is important to us. Your comments, complaints and compliments will help us monitor and improve our services and your service experiences. Your feedback will help us identify where changes should be considered, ways in which we can improve how we deliver services to tenants and other people with disabilities, and what we are doing a good job at.

Feedback may be provided by:

Mail or deliver to: Windsor Essex Community Housings Corporation  
 945 McDougall St, Windsor, Ontario N9A 6R3  
 Attention: Corporate Services  
 E-mail to: info@wehc.com  
 Telephone: 519-254-1681 extension 3030

The date of the service experience you would like to provide feedback on:

1. What service did we provide?
2. Did we meet your service needs?

	NO	YES	SOMEWHAT
Did you receive the service, information, or help you needed?			
Were you treated in a courteous and considerate manner?			
Was service provided in a timely manner?			
Was our service provided to you in an accessible manner?			
Did you have any problems accessing the service?			
Were you satisfied with your overall service experience?			

Please give the details of your service experience.

Do you have suggestions that will help us enhance the way we provide services to people with disabilities?

**Contact details:** (optional)

If you want to receive a reply, please let us know how you would prefer us to contact you.

- Email – Your email address is:  TTY–Your TTY number is:  
 Phone – Your phone number is:  
 Mail – Your Mailing Address is:

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

Feedback is collected in accordance with Section 7 of Ontario Regulation 429/07, Accessibility Standards for Customer Service made under the *Accessibility for Ontarians with Disabilities Act, 2005*. Any personal information provided with this feedback will be used by Windsor Essex CHC to contact you if a response is requested.