



## Accessible Customer Service Feedback Form

The City of Kawartha Lakes  
The City Clerk's Office  
26 Francis Street, PO Box 9000  
Lindsay, ON K9V 5R8  
705-324-9411

Thank you for visiting the City of Kawartha Lakes website. We value all of our customers and strive to meet their accessibility needs. We welcome your comments to assist us with monitoring and improving our services.

Completed forms can be submitted to:

The City of Kawartha Lakes  
26 Francis Street, PO Box 9000  
Lindsay, ON K9V 5R8  
fax: 705-324-8110  
email: [bcondie@kawarthalakes.ca](mailto:bcondie@kawarthalakes.ca)

**Please tell us the date of your interaction with the City.**

**Please tell us which location, department or division you dealt with.**

**Did you have any problems accessing our goods and services?**

- No  
 Yes  
 Somewhat

**If you have answered "Yes" or "Somewhat" please explain:**

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

- No
- Yes
- Somewhat

**If you have answered "No" or "Somewhat" please explain:**

**Please tell us how we could have served you better:**

**Please provide your contact phone number (optional)**

**If you wish a response by email please provide your email address:**

Personal information contained on this form is collected pursuant to the Ontario Regulation 429/07, the Accessible Customer Service Standard. Feedback information will be analyzed and utilized, in the development of the annual release of Accessible Customer Service Report to the Ministry of Community and Social Services. Questions about the collection of this information should be directed to the City Clerk or Deputy-Clerk at 705-324-9411 extension 1295 or 1322.