

Compliments & Complaint Intake Form



Contact information

Notice of Collection:

The personal information collected on this form is collected under the authority of the Municipal Act, and will be used to investigate and/or follow up on the feedback you have submitted to the Town.

To submit this form, please email customerservice@erin.ca. If you have any questions regarding this process, please call (519) 855-4407 ext. 262 or email customerservice@erin.ca

1.	First Name:	
2.	Last Name:	
3.	Address:	
4.	Town/City:	
5.	Prov. & Postal Code:	
6.	Email address:	
7.	Telephone Number:	
8.	Are you a	<input checked="" type="checkbox"/>
	Resident (including property owners and tenants)	
	Business Owner	
	Community Organizer	
	Vendor	
	Contractor	
	Visitor/Tourist	
	Other (please specify)	
9.	Please indicate how you would like us to contact you regarding your submission:	
	Email	
	Phone	
	Mail	
	Other (please specify)	

Details:																																																											
10.	Please select the item you're submitting:																																																										
	<table border="1"> <tr> <td>Compliment</td> <td></td> </tr> <tr> <td>Complaint</td> <td></td> </tr> <tr> <td>Feedback/Suggestion</td> <td></td> </tr> <tr> <td>Other (please specify)</td> <td></td> </tr> </table>	Compliment		Complaint		Feedback/Suggestion		Other (please specify)																																																			
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11.	Please indicate which department(s) or locations(s) were involved:																																																										
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12.	Details of what happened (please be as detailed as possible:																																																										

13.	What type of contact or interaction did you have?																
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14.	Where did it happen?																
15.	When did it happen?																
16.	Who was involved? Who witnessed it?																
17.	What was said or done?																
18.	What kind of resolution is being sought?																
19.	Attachments: (letters, emails, photos, etc.)																
20.	Would you like to be contacted for follow up?																
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Yes:		No:															

21.	As an organization we are always trying to continuously improve. Do you have a suggestion for how we can improve a service or program?
22.	Please provide any additional comments: