



Accessible Service Delivery Feedback form

Providing quality service that is accessible to our clients, visitors, members of the community who use our facilities 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 accessible services and what we are doing a good job at.

Feedback may be provided in person at any Owl location, or may be provided by:

Email: info@owlchildcare.org

Fax: 519-894-6935

Mail: 10 Washburn Drive, Unit 2, Kitchener, ON N2R 1S2

Telephone: 519-894-0581, ext. 102

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

What service did we provide?

Did we meet your service needs?	Agree	Somewhat Agree	Somewhat Disagree	Disagree
I received the service, information, or help I needed				
I was treated in a courteous and considerate manner				
Service provided in a timely manner				
Service was provided to me in an accessible manner				
I had problems accessing the service				
I am satisfied with my overall service experience				
Please give details of your service experience:				
Do you have any suggestions that will help us enhance the way we provided service to you?				

Contact details (optional)

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

☐ Email:

☐ Telephone:

☐ Mail:

☐ TTY: