



**Ministry of
Government Services**
Official Documents Services
77 Grenville St., 9th Fl.
Toronto ON M5S 1B3

Customer Comments

We Value Your Business

We want to ensure satisfaction and would appreciate your comments.

1. Which service did you receive from us?

- Authentication certificate
 Notary or commissioner appointment certificate
 Other

2. How satisfied are you with

| | Very Satisfied | Satisfied | Neither Satisfied/ Dissatisfied | Dissatisfied | Very Dissatisfied |
|---|--------------------------|--------------------------|---------------------------------|--------------------------|--------------------------|
| ■ the level of courtesy of our staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ■ the information provided by our staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ■ the wait time for the service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ■ Overall, how satisfied were you with the service provided | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

3. If you are a person with a disability, how satisfied were you with the overall accessibility of the service?

Very Satisfied Satisfied Neither Satisfied/ Dissatisfied Dissatisfied Very Dissatisfied

If you were not satisfied, please tell us what can we do to improve accessibility.

4. What are your recommendations as our priorities for improvement?

5. Additional comments

Contact information (complete only if you would like a response to your comments)

Preferred method of contact ▶ Mail Phone E-mail

Name _____

Address _____

City _____ Province _____ Postal Code _____

Daytime Telephone () _____ E-mail _____

The personal information you provided on this form is collected in accordance with the *Freedom of Information and Protection of Privacy Act* and under the authority of s.6(2) of the *Ministry of Government Services Act*, R.S.O. 1990. Your name and address will only be used to respond to your comments. Questions on this collection can be directed to the Manager of Official Documents Services, 77 Grenville Street, 9th Floor, Toronto ON M5S 1B3 or by telephone at 416 325-8420.

Please place this completed card in our Comments box located at the reception lounge, or fax it back at 416 325-8434, or return it by mail at the address above.

Thank You For Your Comments