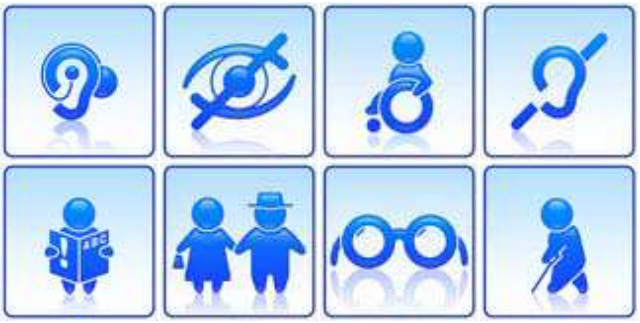
Appendix A

THE CORPORATION OF THE TOWN OF
GANANOQUE
Canadian Gateway to the 1000 Islands



CUSTOMER FEEDBACK FORM

The Town of Gananoque recognizes that receiving feedback provides a valuable opportunity to learn and improve. Please submit all feedback forms to the Accessibility Coordinator by email to clerk@gananoque.ca .

Every person has the right to make a complaint, offer a suggestion or compliment us on the way we provide goods or services to people with disabilities.

Thank you for sharing your experience.

Date: _____ Time: _____

Description of complaint, suggestion or compliment:
_____
_____
_____
_____

Optional Information – complete only if you wish to be contacted

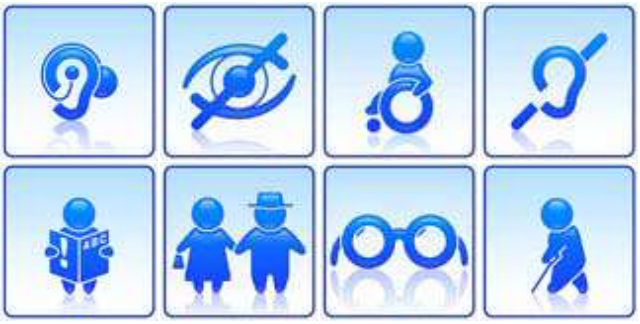
Name: _____

Preferred contact method (telephone number, email address):

_____

Appendix C

THE CORPORATION OF THE TOWN OF
GANANOQUE
Canadian Gateway to the 1000 Islands



Notice of Feedback Process

Policy Statement:

The Town of Gananoque recognizes that receiving feedback provides a valuable opportunity to learn and improve.

Every person has the right to make a complaint, offer a suggestion or compliment us on the way we provide our goods and services to people with disabilities.

Process:

All feedback received regarding the way in which the Town of Gananoque provides goods and services to people with disabilities will be directed to the **Accessibility Coordinator.**

If the Feedback Form indicates the customer wishes to be contacted, the Town will respond within ten (10) business days either in writing, in person, by e-mail or by telephone acknowledging the receipt of feedback and outlining the action(s) to be taken.