

Oxford County is committed to providing exceptional customer service and to making programs, services, and facilities accessible, including access to printed and electronic materials for all residents of the County, including people with disabilities.

Oxford County has established policies, practices and procedures on providing goods and services to people with disabilities in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) which came into effect January 1, 2008.

All reasonable efforts will be made to ensure a person's dignity, independence, integration and equality of opportunity are not compromised.

For more information regarding the completion of the Feedback Form or the Oxford County Accessibility Standards for Customer Service please contact Oxford County Customer Service:

By visiting:

Oxford County Administration Building  
21 Reeve Street  
Woodstock, ON N5C 3G1

By mail:

Oxford County  
PO Box 1614  
Woodstock, ON N4S 7Y3

E-mail:

**[customerservice@oxfordcounty.ca](mailto:customerservice@oxfordcounty.ca)**

Phone: 519-539-0015 ext. 3915

Fax: 519-537-1053



# Accessibility Standards for Customer Service

## Feedback Form

phone: 519-539-9800

[www.oxfordcounty.ca](http://www.oxfordcounty.ca)

[customerservice@oxfordcounty.ca](mailto:customerservice@oxfordcounty.ca)



1. What service/information were you accessing?

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2. How satisfied were you with the service/information provided:

Satisfied       Dissatisfied

3. Did you receive prompt and efficient service/information?  YES    NO

4. Were you treated with courtesy?  YES    NO

5. Was the service/information provided to you easy to access?    YES    NO

6. Was the service/information provided to you easy to understand?  YES    NO

7. Were any accessibility issues you have met?    YES    NO    Not Applicable

Please explain \_\_\_\_\_

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8. Your feedback is important to us to ensure that we provide exceptional service to meet the needs of residents, stakeholders and employees of the County and municipalities. Please provide us your comments.

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Name (optional) \_\_\_\_\_

Phone Number (optional) \_\_\_\_\_ E-Mail (optional) \_\_\_\_\_

Would like to be contacted by an Oxford County employee to discuss your experience?

YES    NO

Did an Oxford County employee assist with the completion of this form?    YES    NO

Employee's name: \_\_\_\_\_