The District of Thunder Bay Social Services Administration Board (TBDSSAB) welcomes public input and comments on the provision of French language services. Your feedback will help us improve our services and will support continual improvement in our delivery of quality services in French.

|  |  |  |
| --- | --- | --- |
| Date and time of visit: | | |
| What was the purpose of your visit? | | |
| What services/programs were you accessing? | | |
| Did we respond to your customer service needs? | | |
| Yes | No | Somewhat |
| Please explain: | | |
| Were you informed or made aware that TBDSSAB provides services in French when you first accessed our services? | | |
| Yes | No | Somewhat |
| Please explain: | | |
| Were you satisfied with the overall availability and quality of TBDSSAB's French language services? | | |
| Yes | No | Somewhat |
| Please explain: | | |
| Were you satisfied with the overall availability and quality of TBDSSAB's French language documentation? | | |
| Yes | No | Somewhat |
| Please explain: | | |
| Are there any suggestions you would like to make to us on ways we could improve our French language services? | | |

If you would like to receive a response, please let us know if you prefer to be contacted by telephone or email, and provide the appropriate contact information below:

|  |
| --- |
| Contact Information: |
|  |

Thank you for your comments!