



Municipality of Trent Lakes

Compliments & Complaints Intake Form

Notice of Collection: The personal information collected on this form is collected under the authority of the *Municipal Act* and will be used to investigate and/or follow-up on the feedback you have submitted to the Municipality.

If you have any questions regarding this process, please contact Kari Stevenson, Clerk at (705)738-3800 x 240 or by email to kstevenson@trentlakes.ca.

First Name:		Last Name:	
Address:		Town/City:	Prov. & Postal Code:
Email Address:		Telephone Number:	

Are you a?	
Resident (including property owners and tenants)	
Business Owner	
Community Organizer	
Vendor	
Contractor	
Visitor/Tourist	
Other (please specify)	

Please indicate how you would like us to contact you regarding your submissions:	
Email	
Phone	
Mail	
Other (please specify)	

Please select the item you are submitting	
Compliment	
Complaint	
Feedback/Suggestion	
Other (please specify)	

What type of contact or interaction did you have?	
Visit to the Municipal Office or other Municipal Facility	
Telephone Conversation	
Email Exchange	
Written Correspondence	
On-site Inspection/Visit	
Public Meeting	
Site Visit by Enforcement Staff	
In person	
Other (please specify)	

Please indicate which department(s) were involved:	
Accessibility	
Building Department	
By-law Enforcement	
Chief Administrative Office	
Clerks (Council and Information Services)	
Corporate Communications	
Customer Service	
Economic Development & Tourism	
Fire & Emergency Services	
Finance Department	
Planning Department	
Recreation & Facilities Services	
Public Works Department	
Website	
Transfer Station	
Other (please specify)	

Describe what happened (please be as detailed as possible):

Where did it happen?

When did it happen?

Who was involved? Who witnessed it?

What was said or done?

Would you like to be contacted for a follow-up?	
Yes	No

What kind of resolution is being sought?

As an organization, we are always trying to continuously improve. Do you have a suggestion for how we can improve a service or program?

Please provide any additional comments:

Please attach any supporting documents or pages as needed (letters, emails, photos, etc.)