



The Corporation of
THE TOWNSHIP OF LANARK HIGHLANDS

ACCESSIBLE CUSTOMER SERVICE FEEDBACK PROCESS

To assist the Township of Lanark Highlands in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, customers and staff are invited to provide their feedback as follows:

In writing, in person, by e-mail or telephone, addressed to:

**F cgg`Hf]a V`Yz7\]YZ5 Xa]b]ghfUhj Y`CZ]Wf#`Yf_`
The Corporation of the Township of Lanark Highlands
75 George Street
Lanark, ON K0G 1K0**

**Telephone: 613-259-2398 ext. 2&&
1-800-239-4695**

Fax: 613-259-2291

Email: ffc@lanarkhighlands.ca

Website: www.lanarkhighlands.ca

The Clerk/CAO will respond either in writing, in person, by e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty-one days.

Information about the feedback process is posted at each Township facility and on the website www.lanarkhighlands.ca.