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:

Matt Craig, Interim CAO
The Corporation of the Township of Lanark Highlands
75 George Street
Lanark, ON K0G 1K0

Telephone: **613-259-2398 ext. 222**
1-800-239-4695

Fax: **613-259-2291**

Email: **mcraig@lanarkhighlands.ca**

Website: **www.lanarkhighlands.ca**

The Interim 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.