Nottawasaga Valley Conservation Authority
Stewardship Program
Client Satisfaction Survey

The Nottawasaga Valley Conservation Authority is working hard to deliver excellent customer service to our watershed municipalities and residents. You can help us identify our strengths and opportunities for improvement by answering the following questions.

You may complete this form online and click where indicated to **email** it (sflannagan@nvca.on.ca), or you may print and send your completed questionnaire by:
mail: Attn: S. Flannagan, NVCA, 8195 8th Line, Utopia, ON, L0M 1T0 or **fax:** 704-424-2115

1. **Was this your first time dealing with NVCA?** ○ Yes ○ No

2. **In which stewardship program did you participate?**
   - ☐ tree planting
   - ☐ Healthy Waters program
   - ☐ other grant program
   - ☐ volunteer events
   - ☐ other (please specify) _____

3. **How did you learn about the stewardship opportunities offered by NVCA?**
   - ☐ municipal office
   - ☐ newspaper/media
   - ☐ NVCA website/social media
   - ☐ word-of-mouth
   - ☐ other (please specify) _____

4. **How would you rank the NVCA staff whom you dealt with on the following?**

	Poor	Fair	Average	Good	Excellent
A. Customer Service	○	○	○	○	○
B. Courtesy	○	○	○	○	○
C. Communication	○	○	○	○	○
D. Knowledge	○	○	○	○	○
E. Response times	○	○	○	○	○
F. Information accuracy	○	○	○	○	○
G. Overall experience	○	○	○	○	○

5. **Please suggest any areas where you feel the NVCA could improve:**

6. **General Comments:**

Your contact information is optional but appreciated.

The information in this survey is collected under the Conservation Authority Act, R.S.O 1990, c.M. and will only be used for the purpose(s) as expressed in this survey. Personal information will not be shared with other organizations without your express permission.

Name: _____ Date: _____
Address: _____
Phone: _____ E-mail: _____
May we contact you to address any concerns you may have raised? ○ Yes ○ No

THANK YOU FOR YOUR FEEDBACK! **SUBMIT**