

How are we doing?

Please take a moment to give us feedback on your recent experience with the Eastern District Planning Commission (EDPC). Your response will be completely anonymous unless you would like us to follow up on your comments.

We strive to provide excellent customer service. Your feedback will help us improve!

General Information

1. What did we help you with?

2. On behalf of which municipality did we help you?

Accessibility & Service

3. Please rate your level of satisfaction with the following:

Very Good **Good** **Fair** **Poor** **Very Poor** **N/A**

Accessibility of our services:

How easy it was to contact us:

The timeliness of our responses to phone messages or emails:

How easy it was to schedule meetings or inspections:

Our punctuality at meetings or inspections:

How easy it was to find information on our website:

Customer Satisfaction

4. Please rate your level of satisfaction with the following:

Very Good **Good** **Fair** **Poor** **Very Poor** **N/A**

Our friendliness:

Our professionalism:

How well we explained the steps of the process:

The timeliness of the process:

Our overall level of service:

Suggestions & Comments

5. Do you have suggestions for how we can improve our service? Please be as specific as you can so we can act on your comments:

Additional Information

6. If you were particularly pleased or dissatisfied with our service, please provide the situation and name of the staff member involved:

**Thanks
for your
feedback!**



We appreciate your response. Please feel free to drop by or contact us via our contact information below. You may also visit our website at www.edpc.ca.

7. Would you like us to get in touch with you about your response? If so, please provide some contact information below:

Mail: Eastern District
Planning Commission
32 Paint Street Unit 4
Port Hawkesbury NS
B9A 3J8

Toll-Free: 1-(888)-625-5361

Local: (902)-625-5361

Fax: (902)-625-1559

Email: feedback@edpc.ca