

## 2012 CUSTOMER SERVICE SURVEY

Dear Parent(s):

Childcare fee assistance is a program that subsidizes the cost of childcare so it is more affordable for low-income families. Eligibility for childcare fee assistance is determined using the same standards for **all** applicants.

The Municipality of Chatham-Kent Children's Services is asking for your assistance in completing the attached customer service survey. The survey is designed to assess the level of parent satisfaction in areas such as intake, eligibility determination, and customer service. The Children's Services Team recognizes the importance of parent feedback in working towards continuous improvement within its unit.

This customer service survey will take a few minutes of your time to complete and will result in better services for both you and other parents in the Municipality of Chatham-Kent.

Completed surveys should be returned to the above address.

**Thank you for your assistance in this matter.**

The Children's Services Team