



## Visitor Service Initial Complaint and Feedback Form

Museum London is committed to providing high quality visitor service. We value all our visitors and strive to meet everyone's needs. We welcome your comments to help us monitor and improve the Museum London experience and service. Please submit your completed form to any of the following:

Mail or deliver to:

Executive Director  
Museum London  
421 Ridout Street North  
London, ON N6A 5H4

E-mail to:

bmeehan@museumlondon.ca

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**Please tell us the date and time of your contact with us:** \_\_\_\_\_

**Did we respond to your visitor service needs?**  Yes  No  
**(Please explain below)**

**Was our visitor service provided to you in an accessible manner?**  
 Yes  Somewhat  No **(Please explain below)**

Please provide the details of your customer service experience.

**If you wish to be contacted by a staff person, please provide your information:**

Your full name	Day telephone number	Evening telephone number
Address	E-mail address	

Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your request. Questions should be addressed to Executive Director, Museum London, 421 Ridout Street North, London, Ontario, N6A 5H4 or 519.661.0333 extension 4241.

**For Museum London use only**

Request number	Received by (name)	Referred to (name)	Date referred
Comments			