



Client Feedback

The services and staff of the North Bay and District Multicultural Centre are here to serve you. Your honest feedback and comments (both negative and positive) will be very important in helping us to better understand how we can serve your needs . We are therefore conducting a confidential and anonymous survey on the services and resources offered at the Multicultural Centre and are grateful for your comments, feedback, and suggestions.

Date: _____ Gender: Female Male

Age: 16-24 25-40 41-55 over 55

1) Did you receive the information/service that you needed? Yes No

2) Was the staff friendly and helpful? Yes No

3) Did the staff treat you with dignity and respect? Yes No

4) Will you use the Multicultural Centre in the future? Yes No

5) Would you recommend the Multicultural Centre to others? Yes No

6) Have you already recommended Multicultural Centre to others? Yes No

7) What do you like MOST about the Multicultural Centre?

8) What do you like LEAST (or dislike) about the Multicultural Centre?



9) Do you like coming to the Multicultural Centre? Yes No Why or why not?

10) How would you rate your overall experience at the Multicultural Centre?

Poor Okay Good Great Excellent

11) What would you like to see more of at the Multicultural Centre?

12) Are there any services and/or resources /workshops/activities that we do not offer that you would like to see added?

13) General Comments:

~Thank you for taking the time to complete this Survey~.

All information contained on this form will be kept confidential and anonymous.