

# Office for Client Satisfaction



Service  
Canada

## What is the Office for Client Satisfaction?

The Office for Client Satisfaction was established as part of Service Canada's commitment to service excellence, and to improve Canadians' confidence and trust in the Government. It is a neutral organization that receives, reviews, and acts on feedback regarding the quality of service clients have received from Service Canada.

## When Should You Contact Us?

Whether you have a complaint about Service Canada that cannot be resolved at the local level, a suggestion for how it might improve its service, or some positive feedback, contact the Office for Client Satisfaction. We will listen carefully to what you have to say and respond to all feedback fairly and thoroughly.

## What Can You Expect?

The Office for Client Satisfaction will respond promptly to your feedback relating to the service you received from Service Canada. Sometimes this will mean making sure you get through to the right person to help you deal with a specific issue. Other times, this will mean explaining how you can ask for a formal review or appeal of a decision.

## When Can You Expect a Response?

However you choose to contact us, we will acknowledge receipt of your feedback within 24 hours and reply within 7 working days. We will ensure that your personal information is fully protected and that your privacy is respected.

## How We Are Accountable to You

Your feedback helps us measure the success of Service Canada in living up to its service commitments. In addition to what we learn from our daily contact with Canadians, the Office for Client Satisfaction monitors Service Canada's performance by conducting regular surveys. The results of our efforts will be provided to Service Canada on an annual basis.

## How You Can Reach Us

You can contact the Office for Client Satisfaction by phone, TTY, fax, on-line, or by completing and mailing in our feedback form.

**Phone (toll-free):**  
1-866-506-6806

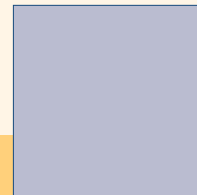
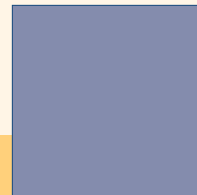
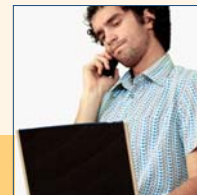
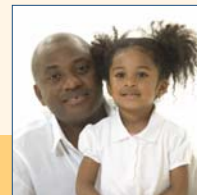
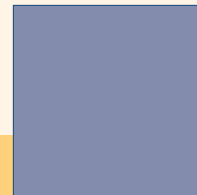
**TTY (toll-free):**  
1-866-506-6803

**Fax (toll-free):**  
1-866-506-6802

**Internet:**  
[servicecanada.gc.ca](http://servicecanada.gc.ca)

**Mail:**  
Feedback Form  
Office for Client Satisfaction  
140 Promenade du Portage  
Mail drop 118  
Gatineau Qc K1A 0J9

**This brochure is available in alternative formats such as Braille, large print, audio cassette or on computer diskette. Call 1 800 O-Canada to request your copy.**



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