

Media Release

FOR IMMEDIATE RELEASE

March 29, 2017

Lazaridis School of Business to survey Caledon residents

Wilfrid Laurier University's Lazaridis School of Business will be conducting a survey about the "customer service experience" when dealing with the Town of Caledon.

Launched today, March 29, the survey is available online at caledon.ca/survey.

"Customer service is a priority in the Council Work Plan, and I encourage everyone to share information about their experience dealing with Town," said Mayor Allan Thompson. "The feedback collected about the current quality of customer service will help us better understand the needs of our customers, help identify improved ways to deliver customer service, and provide important information when planning future service delivery."

Students from the Lazaridis School of Business MBA program will be at the following locations in Caledon conducting in-person surveys:

- Town Hall (6311 Old Church Road): Friday, March 31
- Town of Caledon recreation facilities: Sunday, April 2

The survey was developed by The Lazaridis School of Business and Economics and approved by the Wilfrid Laurier University Research Ethics Board.

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