



● Practical tool:

Member satisfaction

QUESTIONNAIRE

_____ *Organization name* _____ has taken steps to offer services to its members in both of Canada's official languages. In order to serve you better, we would appreciate you answering the following questions:

1. Did the person who answered the phone adequately identify the organization in English and in French?
2. Did you feel free to continue the conversation in the language of your choice?
3. Are you able to use the language of your choice at meetings?
4. Is the correspondence that you receive (including newsletters, annual reports and meeting minutes) in the language of your choice?
5. Are the translated documents produced by the organization consistently of acceptable quality?
6. Do you feel that the organization projects a bilingual image to its members, its customers and the general public?
7. Are you satisfied with the services provided in the language of your choice?
8. Are there any ways the delivery of services in both official languages could be improved?