Feedback from Persons-Served

North Shore Senior Center strives to provide the highest quality programs and services. Feedback from those we serve is important to us. If you have concerns, we are happy to consider them.

You are encouraged to speak with a staff member to discuss your feedback.

- You may also submit your feedback:
- in writing, and submit it to:
    - A Staff Member
    - Director of the Department relevant to your feedback
    - Executive Director
- By mail
- Email: info@nssc.org
- Via the website: www.nssc.org
- Completing the form on the back of this flyer

Feedback may be submitted anonymously. *However, if you would like a response to your feedback, please include your name, the date, and contact number.*

Offering feedback will not result in retaliation or barriers to service.

Feedback regarding Title III Services (Caregiver Services, Information & Assistance, Home Delivered Meals and CHORE housekeeping) may be directed to AgeOptions Monday - Friday, 8:45 a.m. - 4:45 p.m.

- 708.383.0258
- 800.699.9043
- Email: info@ageoptions.org

Feedback regarding Community Care Program Services may be directed to the Illinois Department on Aging Senior Helpline Monday - Friday, 8:30 a.m. – 5 p.m.

- 800.252.8966 (Voice), 711 (TRS)
- Email: aging.ilsenior@illinois.gov

Thank you!

Date:
Your Name:
Address:
City/State/Zip:
Phone:
Email:
Department (*focus of feedback*):
Relationship to NSSC: ___*Client* ___*Lifelong Learning participant* ___*Volunteer* ___*Referral Source* ___*Other(specify)*:_____
Feedback:

arthur c. nielsen, jr. campus, 161 northfield road, northfield, illinois 60093
phone 847.784.6000 • fax 847.446.8762