

The Canadian Trade Commissioner Service
Everywhere you do business

Le Service des délégués commerciaux du Canada
Partout où vous faites des affaires

Question 9

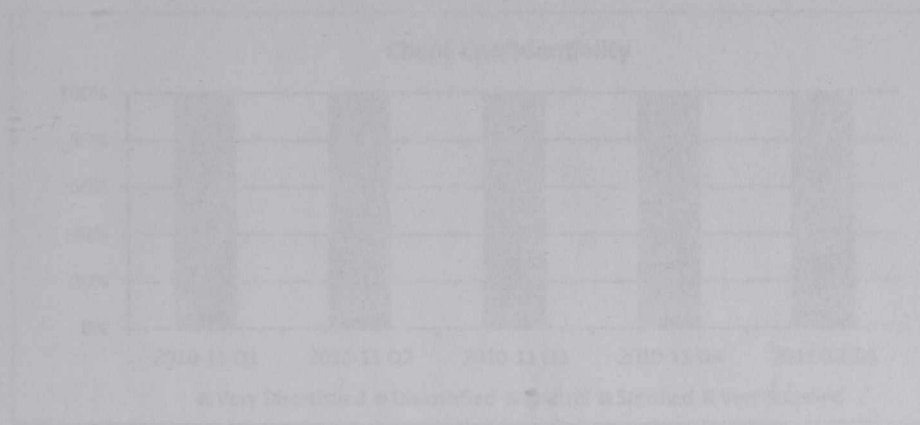
Question 9 provides a text field for general comments. Of the 825 responses, there are 207 comments.

There have been a range of comments:

- 157 were positive comments about TCS services;
- 25 were negative comments;
- 13 were mixed with both positive and negative comments, generally comparing posts;
- 12 responses provided suggestions to the TCS;

A process has been implemented between Performance Measurement and Strategic Trade Planning (PDC) and the Trade Commissioner Service Renewal Division (BTR-PSU) to investigate and respond to (as necessary) the negative comments as well as disseminating the positive comments to post.

In the event that clients have questions, an email box has been created to direct an email to PDC, RSU, PSU and BCI. This will ensure that the client has been answered as applicable.



Clients are served in the official language of their choice:

