



CUSTOMER SERVICE FORM

Public Request/Compliment/Complaint/Suggestion Form

CITY OF FONTANA
Attention: Human Resources Department
8491 Sierra Avenue, Suite B
Fontana, California 92335
(909) 350-7650 fax (909) 350-6615

For Citizen's Use. When completed submit to Director of Human Resources

Date: _____

Name: _____ Phone Number: _____

Address: _____

Email: _____

Location or Nature of Concern or Request: _____

Description of Request/Compliment/Complaint/Suggestion: _____

1. Send Customer Service form to: Director of Human Resources, City of Fontana, 8491 Sierra Avenue, Suite B, Fontana, California 92335. This form may also be submitted by fax or email to humanresources@fontanaca.gov.
2. Human Resources Department will acknowledge receipt and route to Lead Department(s) for response.
3. Lead Department(s) will return completed response to the Director of Human Resources.
4. Director of Human Resources will provide response to customer when appropriate.

Received by: _____ Date: _____

(For internal tracking)

Via:

☐ U.S. Mail ☐ Phone ☐ Over the Counter ☐ E-Mail

Lead Department(s):

☐ Building & Safety ☐ City Clerk ☐ City Manager ☐ Code Compliance ☐ Community Services
☐ Development Services ☐ Engineering ☐ Finance ☐ Human Resources ☐ Innovation & Technology
☐ Planning ☐ Police ☐ Public Works ☐ Other _____