



**MARY CENTRE
AODA - CUSTOMER FEEDBACK FORM**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario. The Act makes Ontario the first jurisdiction in Canada to develop, implement and enforce mandatory accessibility standards. It applies to the private, public and volunteer sectors.

We are committed to providing exemplary service to all of our clients, prospective clients and guests. We would appreciate your feedback on the manner in which we provide goods and services to persons with disabilities. Feedback can also be provided by contacting the Executive Director by mail, phone, fax or email.

Date of Visit: _____

What was the purpose of your visit? _____

Did we respond to your customer service needs? Yes No

If no, please explain:

Was our customer service provided to you in an accessible manner? Yes No

If no, please explain:



Did you have any problems accessing our goods or services? Yes No

If yes, please explain:

Please add any other comments / suggestions you may have:

Would you like to be contacted?

- No, I do not need to be contacted
 Yes, my preferred method of contact is:
 Mail Phone Email

Complete the contact information only if you are requesting a reply:

Full Name: _____

Mailing Address: _____

Telephone Number: _____

Email Address: _____

*<Insert Agency Name> is collecting the personal information you provided on this form so we can respond to your feedback.

All feedback will be processed in accordance with our agency's AODA Policy and Procedures.

Updated; January 21, 2014



Thank you for your feedback.

Mary Centre Management

FOR OFFICE USE ONLY	
Date Feedback was received: _____	Received by: _____
Follow up required: Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, when was it done: _____
Action Plan required: Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, please explain what action was taken: