



Accessible Customer Service Feedback Form (AODA) – Ontario



Accessible Customer Service Feedback

Note to client: Use this form as one method to let customers provide feedback in accordance with the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

Thank you for visiting Youth Diversion. We value our customers and value their feedback on our services, and facilities. Accessible formats and communication support help us ensure that we can provide feedback in a manner that meets their needs. To request an accessible format, please contact (insert name and title of person) at (insert method of contact).

If negative feedback or a complaint is received, the company takes all necessary steps to prevent future occurrences. Where the customer's contact information has been provided, the company will contact the complainant within (X) business days to inform them of the measures taken.

Thank you for your feedback! You can find additional information about our accessibility policy available by (insert method for accessing policy).

Date: _____

Were you satisfied with the accessibility of our service, goods, and facilities?

☐ Yes



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