

Customer Service 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.

WWWWIW values our employees, volunteers and clients and we strive to meet everyone’s needs. We are committed to providing quality services that are accessible to all persons that we serve.

Your feedback is important in helping us improve accessible services at WWWWIW. Please take a moment to complete this feedback form and let us know how we are doing.

Date of Visit: _____

Time of Visit: _____

What was the purpose of your visit today?

Did we respond to your customer service needs today? 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

Please provide us with your contact information below (optional):

(Any personal information is collected pursuant to Ontario Regulation 429/07, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Full Name: _____

Mailing Address: _____

Telephone Number: _____

Email Address: _____

Would you like to be contacted by WWWIW? Yes No

(Customers will be contacted within 5 business days of receiving feedback)

***If yes, please ensure you complete the contact information above.**

How would you like to be contacted? Telephone Email Mail

Thank you for your feedback.

Email: info@wwwiw.org

Telephone: 519-973-5588 ext.105

Fax: 519-973-1534

Mail: 1368 Ouellette Ave. Unit 206. Windsor ON N8X1J9

Attention: "Human Resources"