

	Revised by: Elizabeth Cook	Approved By: Elizabeth Cook
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1.HR.FRM.0014 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.

Formatop Manufacturing Company Ltd. Values our customers and we strive to meet their needs. We are committed to providing quality goods and services that are accessible to all persons that we serve.

Your feedback is important in helping us improve accessible services at Formatop Manufacturing Company Ltd. 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 no, 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 Regulations 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 Formatop Manufacturing Ltd.?

Yes

No

(Customers will be contacted within 7 business days of receiving feedback)

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

How would you like to be contacted?

Telephone

Email

Mail

Thank you for your feedback.

Email: accessibility@formatop.com

Telephone: 519-748-4928 ext. 230

Fax: 519-748-4579

Mail: 1548 Strasburg Rd, Kitchener, Ontario, N2R 1E9 **Attention: Mrs. Elizabeth Cook**