

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) CUSTOMER FEEDBACK FORM

We are committed to providing exemplary service to all of our customers. 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 AODA Compliance Officer by e-mail gregwalker@beyondbb.com

Date Form Completed	
Date and Time of Incident	
Service, Location and/or Individual(s) involved	

Did you have any trouble accessing any of our services or facilities?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Were you pleased by the service you received by our staff?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Please provide any details of your experience below: *Please attach additional sheets if required.*

What could we do to improve our service to you? *Please attach additional sheets if required.*

Customer Service Standard Policy. If the feedback you provide raises serious concerns with respect to our delivery of goods and services to persons with disabilities we will provide a response to your concerns in 48 hours.

If you would like to hear from us, please provide your contact information in the space below, including your preferred method of contact (phone, e-mail, mail, etc). We will respond to your comments in the format requested (or the most appropriate format where no request was made). Your contact information will only be used for this purpose:

This document is available in an alternative format on request.

Name	
Address	
Phone	
Email	

Customer Feedback Received By: _____ **on** _____