



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.

KOTT values our employees and customers, and we strive to meet everyone's 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 KOTT. Please take a moment to complete this feedback form and let us know how we are doing.

Date and time of your visit:		
What was the purpose of your visit?		
Did we respond to your customer service needs today?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	If no, please explain:	
Was our customer service provided to you in an accessible manner?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	If no, please explain:	
Did you have any problems accessing our goods or services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	If yes, please explain:	



All feedback will be processed by the AODA Compliance Officer in accordance with the KOTT AODA Customer Service Standard Policy. If the feedback you provide raises concerns with respect to our delivery of goods and services to persons with disabilities, we will provide a response to your concerns in five business days.

If you would like to hear from us, please provide your contact information in the space below. The AODA Compliance Officer 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:

Name:	
Best way to contact you: (phone number, email address, mailing address)	
Please add any other comments/suggestions you may have:	

Thank You

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

January 3, 2017