



GEMSEN

AODA CUSTOMER FEEDBACK FORM

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario provincial legislation that is aimed at making our province fully accessible.

Gem-Sen values its employees and its customers and strives to meet the needs of those it deals with. We are committed to providing quality goods and services that are accessible to all those that we serve.

Your feedback is important in helping us improve accessible services at Gem-Sen. Please take the time to complete our feedback form and share your thoughts.

Date: _____

Customer Name: _____

Did we meet your customer service needs today? Yes No

If no, please explain why not: _____

Was customer service accessible to you? Yes No

If no, please explain why not: _____

Did you have any problems ordering / accessing goods? Yes No

If yes, please explain how: _____

Please list any additional comments / concerns with respect to accessibility 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 Gem-Sen? Yes No

How would you like to be contacted? Phone E-mail Mail

THANK YOU FOR YOUR FEEDBACK!

Gem-Sen Accessibility

Attn: Ivana Plos

266 Applewood Crescent

Concord, Ontario

L4K 4B4

Email: evcp@gemsen.com

Phone: 905-660-3110 ext. 224

Fax: 905-660-3108

INTERNAL USE ONLY

Date feedback received: _____

Received by: _____

Followed up: Yes No

Action Taken: Yes No

Describe Action: _____
