



AODA Customer Service Standards - Customer Feedback Form

Thank you for visiting Casey House. We value all our clients and strive to meet everyone's needs.

Please tell us the date and location of your visit:

Date:

Location:

1. Were you satisfied with the service we provided you? (Please indicate your response(s) by circling or highlighting the chosen field)

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

2. Was our service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments



3. Did you experience any problems accessing our services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

Contact Information (optional)

Name: _____ Phone Number: _____

Email: _____

Feedback regarding the way Casey House provides services to people with disabilities can be made via:

Mail: Accessibility Working Group (c/o HR), 119 Isabella Street, Toronto, ON, M4Y 1P2

Email: accessibility@caseyhouse.ca

Accessibility Feedback Form: mailed to the above address, or left with reception at 119 Isabella Street, Toronto, ON, M4Y 1P2

Verbally: by contacting the Accessibility Officer, at 416-962-4040, extension 7503

All feedback will be directed to Casey House's accessibility working group, and all contact will be returned within 30 calendar days.

Thank-you.