

AODA Feedback Form

In compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*:

Your feedback is important in helping us develop, implement and improve our accessibility standards. If you would like to advise us of an accessibility issue or just want to let us know how we are doing, please feel free to complete this feedback form.

Date of Visit: _____

Time of Visit: _____

Purpose of Visit: _____

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:

Please add any other comments / suggestions:

Contact information (optional)

Name: _____ Phone: _____

Address: _____ Email: _____

Would you like to be contacted? Yes No

How would you like to be contacted? Telephone Email Mail

You can expect to hear back within 48 hours. Complaints will be addressed according to our organization's regular complaint management procedures.

Thank you for your feedback.

Irene Moniz, Manager of Corporate Services,
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Mississauga, Ontario L5N 8G6

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Fax: 905-813-0075

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.

