



## AODA Customer Feedback Form

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is provincial legislation that aims to achieve a fully accessible Ontario.

We are grateful for your visit to Oxfam Canada and are dedicated to ensuring the satisfaction of all our visitors.

Your feedback is important in helping us improve the accessibility of our services. Please take a moment to complete this feedback form and let us know how we are doing. Comments can be made in a variety of formats and receipt will be acknowledged. Please let us know if you require assistance in completing the Customer Feedback Form.

Please outline in detail the nature of your feedback including names of all individuals involved.

### 1. Location of Visit:

On line \_\_\_\_\_

In person \_\_\_\_\_

Telephone \_\_\_\_\_

2. Date of Visit: \_\_\_\_\_

3. What was the purpose of your visit? \_\_\_\_\_

4. Did you experience any accessibility barriers?

Please explain \_\_\_\_\_

\_\_\_\_\_

5. [If applicable] Were all documents and materials provided to

**you in an accessible manner or format?**

**Yes**       **No\***

**\* If no, please explain:**

---

---

---

**6. [If applicable] Was the website provided in an accessible manner or format?**

**Yes**       **No\***

**7. Did we respond appropriately to your customer service or client needs?**

**Yes**       **No\***

---

---

---

**\*If no, please explain:**

---

**8. Would you like to provide any additional details? If so, please respond below.**

---

---

---

**Please provide us with your contact information below:**

*(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:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**How would you like to be contacted?**

**By Phone**       **By Email**       **I don't want to be contacted**

***Thank you – we appreciate your feedback!***

---

**Oxfam Canada Contact:** Manager Human Resources

**Information Address:** 39 McArthur Ave., Ottawa ON K1L 8L7

**Phone:** (613) 237-5236

**Email:** [CAN-TEAM-HR@oxfam.org](mailto:CAN-TEAM-HR@oxfam.org)



**FOR OFFICE USE ONLY**

**Date Feed Back Received:** \_\_\_\_\_

**Received By:** \_\_\_\_\_

**Action and Follow Up:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date of Follow Up:** \_\_\_\_\_