Accessible Customer Service Feedback Form

Providing quality service that is accessible to our tenants, visitors, applicants or others who use our services is important to us. Your comments, complaints and compliments will help us monitor and improve our services and your service experiences.

Feedback may be provided by:	*Mail or deliver to*: O'Shanter Development Company Ltd. Attn: Health & Safety 245 Carlaw Avenue, Suite 107, Toronto ON, M4M2S1 *Email to:*corporate@oshanter.com *Telephone*: 416 466 2642 ext 327

The date of the service experience you would like to provide feedback on:_____

1. What service did we provide? _____
2. Was our service provided to you in an accessible manner? □ No □ Somewhat □Yes
3. Did you receive the service, information, or help you needed? □ No □ Somewhat □Yes
4. Were you treated in a courteous and considerate manner? □ No □ Somewhat □ Yes
5. Was service provided in a timely manner? □ No□ Somewhat □ Yes
6. Did you have any problems accessing the service? □ No□ Somewhat □ Yes

Please give the details of your service experience:

_____

Do you have suggestions that will help us enhance the way we provide services to people with disabilities?

_____

_____

Contact Details (optional): *If you want to receive a reply, please let us know how you would prefer us to contact you.*

Name_____

Mailing Address:_____

Email_____

Telephone:_____Fax_____ TTY _____

This document is available in alternate formats upon request.

Feedback is collected in accordance with Section 7 of Ontario Regulation 429/07, Accessibility Standards for Customer Service made under the *Accessibility for Ontarians with Disabilities Act, 2005*. Any personal information provided with this feedback will be used by to contact you if a response is requested.