

ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM

SECTION ONE: ACCESSIBLE CUSTOMER SERVICE FEEDBACK

KW Habilitation is committed to providing accessible customer service to the people we serve and the broader community. To help us improve our services and service experience your feedback is greatly appreciated and can be provided in the following ways:

- Mail or Deliver To: 99 Ottawa Street South, Kitchener, Ontario N2G 3S8
- Email to: general.inquiries@kwhab.ca
- Telephone: (519) 744-6307

Date of Your Service Experience:

Service Provided:

Staff Person(s) Providing Service:

Did we meet your service needs?	1 No	2 Somewhat	3 Yes
Was our service provided to you in an accessible manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered "No", or "Somewhat", please give any details of your service experience to help us improve.

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

SECTION TWO: REPLY TO FEEDBACK RECEIVED

If you want to receive a reply, please let us know how you would prefer us to contact you.

- Email: Your email address is: _____
- Phone: Your phone number is: _____
- Mail: Your mailing address is: _____
- TTY: Your TTY number is: _____
- Other – specify: _____

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 KW Habilitation to contact you if a response is requested.