

Accessible Customer Service Feedback Form

Section One: Purpose and Use of Form

Community Living Cambridge strives to provide accessible services to the people supported and serviced, along with the broader community. Your feedback is appreciated and can assist us with monitoring and improving our response with accessibility. There are several options of how to share your feedback:

- Mail of deliver to: 160 Hespeler Road, Cambridge, Ontario N1R 6V7
- Email to: (again, is there a general inquiry address?)
- Phone: 519-623-7490
- Fax: 519-740-8073

Date and location of your interaction:

CLC employee involved? Name of employee:

Were your needs recognized and met?	1 - No	2 - Somewhat	3 - yes
Please check all boxes that apply			

If no or somewhat, would you please share details of your experience to help us understand and reflect on how we might improve.

Would you have any suggestions or advice on methods or approaches we might use to better our accessibility approaches?

Section Two: Reply Request

If you want a direct response, please tell us how best to offer that:

- Email: - your email address
- Phone: your number and best time to reach you
- Mail: your address
- Other: please specify

Feedback is collected in accordance with Section 7 of Ontario Regulation 429/7 under the AODA Act 2005.