

FEEDBACK

The last step of achieving compliance requires the establishment of the method or process for receiving and responding to customer feedback.

The organization has the flexibility to determine their specific process and timeline for responding to feedback.

Feedback is one way we can find out how well we are doing and where we have opportunities for improvement.

Feedback may be receiving through a variety of formats such as email, verbal survey or comment card and it is recommended several methods are used to take into account various disabilities.

Please see attached Customer Feedback form.

Summary

The AODA is focused on eliminating discrimination and providing equal opportunities.

Implementing policies and procedures which provide accessible goods and services to customers will increase customer satisfaction and essentially provide an accessible workplace for employees.

A safe and healthy workplace, free from barriers simply makes good business.

CUSTOMER/VISITOR FEEDBACK FORM

Thank you for visiting Karma Candy. We value all our customers/visitors and strive to meet everyone's needs.

Your name: _____

Date and time of your visit: _____

Did we respond to your customer needs today?

Yes No

Was our customer service provided in an accessible manner?

Yes No

Did you have any problems accessing our goods and services?

Yes (please explain below) Somewhat (please explain below) No (please explain below)

Thank you for completing this feedback questionnaire.