



Huron - Perth Children's Aid Society

Policy and Procedure Manual

Approved by: Executive Director

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Date: December 13, 2011

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CUSTOMER FEEDBACK FORM

Accessibility for Ontarians with Disability Act, 2005 – Customer Service Standard

Thank you for visiting the Huron-Perth Children's Aid Society. We are committed to providing an environment that provides goods or services to all customers and persons with disabilities with dignity and independence. If you have experienced a visit and wish to provide feedback or have a complaint, please, complete the following:

You may also download this form here, and submit this form and mail it to the Huron-Perth Children's Aid Society, Attention: Executive Assistant, 639 Lorne Ave. E., Stratford, ON N5A 6S4, or fax it to: 519-275-2360.

Purpose of Contact	
Name	
Email	
Phone Number	

Office Visited			
Location			
Additional Address Information			
Person – Who attended to you	Employee of H-P CAS	<input type="checkbox"/>	
	Volunteer	<input type="checkbox"/>	
Date/Time of Visit	Date:	Time:	

Services		
What services were you looking for?		
Was our Customer Service provided to you in an accessible manner?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Comments:		
What could the Society do to make it easier for you to access our goods and services?		
Additional Comments		

Contact Information			
Would you like to be contacted?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, my preferred method of contact is:	Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Mail <input type="checkbox"/> Fax <input type="checkbox"/>
Name			
Address # 1			
Address # 2			
City		Province	
Postal Code		Telephone #	
Fax		Email Address	

The Huron-Perth Children's Aid Society is collecting the personal information you provide on this form so we can respond to your feedback. If you have questions about the collection, use and disclosure of your personal information by the Society, please contact the Executive Assistant.

The Society understands that persons with disabilities may use methods other than standard print to access information. If you require to process your feedback in a different format, please contact the Executive Assistant, by phone, at 519-275-2360 ext. 2290, or by mail:

Huron-Perth Children's Aid Society

639 Lorne Ave. E.

Stratford, Ontario

N5A 6S4