

AODA Customer Feedback Form

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario.

At Cadillac Fairview, we value our clients and constantly strive to meet their needs. We are committed to providing quality services that are accessible to all persons that we serve.

Your feedback is important in helping us improve the accessibility of our services. Please take a moment to complete this feedback form and let us know how we are doing.

Location of Visit: _____ Date of Visit: _____

What was the purpose of your visit? _____

1. Please outline in detail the nature of your feedback including names of all individuals involved.

2. [If applicable] Were all documents and materials provided to you in an accessible manner or format?

- ☐ Yes
- ☐ NO

* If no, please explain:

3. Did we respond appropriately to your customer service or client needs?

- ☐ Yes
- ☐ NO
- ☐ If no, please explain:

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Would you like to provide any additional details? If so, please respond below.

Please provide us with your contact information below:

(Any personal information is collected pursuant to Ontario Regulation 429/07, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Full Name: _____

Phone Number: _____

Email Address: _____

How would you like to be contacted?

- ☐ By Phone
- ☐ By Email
- ☐ I don't want to be contacted.

Thank you – we appreciate your feedback.

CF Toronto Eaton Centre

Guest Services - 416-598-8560

In writing: CF Toronto Eaton Centre, Administration Office
220 Yonge Street, Suite 110, Toronto, ON M5B 2H1

Electronic Mail: tecguestservices@cadillacfairview.com

| FOR OFFICE USE ONLY |
|-------------------------|
| Date Feedback Received: |
| Received By: |
| Action and Follow Up: |
| Date Follow up: |
| Signature: |