

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:

AODA Customer Feedback Form

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 Masonville Place

Guest Services – 519-667-1006 ext 125233

In writing: CF Masonville Place, Administration Office
1680 Richmond Street – Upper level, London ON, N6G3Y9

Electronic Mail: masguestservices@cadillacfairview.com

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