

Customer Service Feedback Form

Accolade Group Inc. Customer Service Feedback Form

Providing quality goods and services that is accessible to our customers or others who use our goods and services is important to us. Your comments, complaints, and compliments will help us monitor and improve our goods and services. Your feedback will help us identify where changes should be considered, ways in which we can improve how we deliver goods and services to our customers and people with disabilities.

Feedback can be either:

Mail to: 66 West Beaver Creek Road, Richmond Hill, Ontario, L4B 1G5

Email to: info@accolade-group.com

Call: 416 465 7211

The date of the service experience you would like to provide feedback on: _____

What goods and services did we provide? _____

Did we meet your service needs?	Yes	No
Did you receive the goods and services, information or help you needed?	Yes	No
Were you treated in a courteous and considerate manner?	Yes	No
Were goods and services provided in a timely manner?	Yes	No
Did you have any problems accessing the goods and services?	Yes	No
Were you satisfied with your overall goods and services experience?	Yes	No

Please give the details of your services experience:

Do you have any suggestions that will help us enhance the way we provide goods and services to people with disabilities?

Contact Details: If you want to receive a reply, please let us know how you would prefer us to contact you:

Email: _____

Phone: _____

Mail: _____

This document is available in alternate formats upon request.

Feedback is collected in accordance with Section 7 of Ontario Regulation 429/07, Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005. Any personal information provided with this feedback will be used by Accolade Group Inc. to contact you if a response is requested.