

Feedback & Alternative Format Request

Please take a few moments to complete this form based on your experience of the provision of goods and/or services to person(s) with disabilities. If you need to request an alternate format or communication support, this form can also be used. The information collected is confidential and will only be shared with those who it is deemed necessary.

AODA Customer Service Feedback (please circle the applicable response)			
How did we respond to your customer service needs?	<i>Outstanding</i>	<i>Good</i>	<i>Adequate</i>
	<i>Needs Improvement</i>	<i>Poor</i>	<i>N/A</i>
Was the customer service provided to you in an accessible manner? (If No, please explain below).	<i>Outstanding</i>	<i>Good</i>	<i>Adequate</i>
	<i>Needs Improvement</i>	<i>Poor</i>	<i>N/A</i>
Did you encounter any problems in accessing our goods and/or services? (If Yes, please explain below).	<i>Outstanding</i>	<i>Good</i>	<i>Adequate</i>
	<i>Needs Improvement</i>	<i>Poor</i>	<i>N/A</i>

Request for Accessible Formats & Communication Supports		
Document or service requested:		
Preferred formats:		
How would you like us to response to your request?	Email	Mail
	Telephone	Other (please describe)

Additional Feedback
Please list any areas in which our service could be improved:
Please share any additional comments:

Personal Information

Thank you for taking the time to complete this form.

We rely on your feedback to help us improve our services.

The information collected is confidential and will only be shared with those who it is deemed necessary.

Name:	
Address:	
Email:	
Phone:	
Date/Time of Visit:	
Location/Department:	

FOR INTERNAL DEPARTMENTAL USE ONLY

*Lewis' employees to complete this part of the form and any other parts as required.
Return the completed form to your Department Manager and HR.*

Who received the request?	
What was requested (be specific):	
Date/Time of request:	
Location/Department:	
Who dealt with the request & how?	
Did you think the customer was satisfied with our answer?	