



# EVOLUTION

## AODA CUSTOMER FEEDBACK FORM

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario provincial legislation that is aimed at making our province fully accessible.

Evolution values its employees and its customers and strives to meet the needs of those it deals with. We are committed to providing quality goods and services that are accessible to all those that we serve.

Your feedback is important in helping us improve accessible services at Evolution. Please take the time to complete our feedback form and share your thoughts.

Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Did we meet your customer service needs today?    Yes     No

If no, please explain why not: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Was customer service accessible to you ?                      Yes     No

If no, please explain why not: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Did you have any problems ordering / accessing goods ?    Yes     No

If yes, please explain how: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list any additional comments / concerns with respect to accessibility you may have:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please provide us with your contact information below (optional):

(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: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Would you like to be contacted by Evolution ?    Yes     No

How would you like to be contacted?    Phone     E-mail     Mail

THANK YOU FOR YOUR FEEDBACK!

Evolution Accessibility  
Attn: Ivana Plos  
266 Applewood Crescent  
Concord, Ontario  
L4K 4B4

Email: [evap@evolutionhomecorp.com](mailto:evap@evolutionhomecorp.com)  
Phone: 416-603-9090 ext. 224  
Fax: 905-660-3108

INTERNAL USE ONLY

Date feedback received: \_\_\_\_\_

Received by: \_\_\_\_\_

Followed up: Yes  No

Action Taken: Yes  No

Describe Action: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_