



## Overlap Human Resources | Policies and Procedures

### AODA – Accessible Customer Feedback Form

Date Approved: April 2021

Date Reviewed: April 2021

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## Accessible Customer Service Feedback Form

Overlap Associates is committed to providing accessible customer service to the people we serve and the broader community. To help us improve our services and service experience your feedback is greatly appreciated and can be provided in the following ways:

- Mail or Deliver To: 305 King Street West #1002, Kitchener, Ontario N2G 1B9
  - Email to: [tjolliffe@overlapassociates.com](mailto:tjolliffe@overlapassociates.com)
  - Telephone: (226) 317-0305
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**Date of Your Service Experience:** \_\_\_\_\_

**Service Provided:** \_\_\_\_\_

**Staff Person(s) Providing Service:** \_\_\_\_\_

**Did we meet your service needs?**

1 No            2 Somewhat            3 yes

**Was our service provided to you in an accessible manner?**

1 No            2 Somewhat            3 Yes

**If you answered “No”, or “Somewhat”, please give any details of your service experience to help us improve.**

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

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

- Your email address:
- Your phone number:
- Your mailing address:

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 Overlap Associates to contact you if a response is requested.