

## CGL Customer Service – Accessibility Feedback

Thank you for visiting Commissionaires Great Lakes. We are committed to providing accessible customer service for persons living with disabilities.

Our Accessibility Coordinator is responsible for receiving, tracking and sharing all accessibility-related feedback with appropriate business areas. In addition to using the "Accessibility Feedback Form", you may submit your feedback about accessibility using any of the following methods:

Questions or concerns regarding CGL's Accessibility Policy and Multi-Year Accessibility Plan are to be directed to the Accessibility Coordinator or submitted via the company's AODA Feedback Process. We encourage any individual interested in providing feedback to do so through any of the means listed on the Accessibility page of our website <https://commissionaires-cgl.ca>

Which Commissionaires Great Lakes location did you visit?		
Time and date of your visit?		
What was the purpose of your visit?		
Which department were you accessing?		
Did you request accommodation?	Yes	No
Was the service provided to you in an accessible manner or format?	Yes	No
Did you encounter any barriers or difficulties accessing services?	Yes	No
Did we respond to your customer service needs?	Yes	No
Please provide the details of your customer service experience:		
Do you wish to be contacted about your customer service experience?	Yes	No
First Name:	Last Name:	
Street Address:		
City:	Prov:	Postal:
Home Phone:	Mobile Phone:	
Email Address:		

Commissionaires Great Lakes will respond to your feedback within 10 business days outlining action(s) to be taken.

Personal information contained on this form is collected under Ontario Regulation 429/07, the Accessibility Standards for Customer Service. It will be used to respond to your comments or request.