



AODA Customer Feedback Form

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario.

At Shape Process Automation we value our clients and future employees and constantly strive to meet their needs.

We are committed to providing quality services that are accessible to all persons that we serve.

Your feedback is important in helping us improve the accessibility of our services. Please take a moment to complete this feedback form and let us know how we are doing.

Location of Visit: _____ Date of Visit: _____

What was the purpose of your visit? _____

1. Please outline in detail the nature of your feedback including names of all individuals involved.

2. [If applicable] Were all documents and materials provided to you in an accessible manner or format?

Yes No*

* If no, please explain: _____

3. Did we respond appropriately to your service needs?

Yes No*

* If no, please explain: _____



4. Would you like to provide any additional details? If so, please respond below.

Please provide us with your contact information below:

(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: _____

Phone Number: _____

Email Address: _____

How would you like to be contacted?

By Phone By Email I don't want to be contacted

Thank you – we appreciate your feedback!