

# AODA Customer Feedback Form



The Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) is provincial legislation that aims to achieve a fully accessible Ontario. The Act makes Ontario the first jurisdiction in Canada to develop, implement and enforce mandatory accessibility standards. It applies to the private, public and volunteer sectors.

FORT FRANCES PUBLIC LIBRARY TECHNOLOGY CENTRE values our patrons and we strive to meet their needs. We are committed to providing quality service that is accessible to all persons that we serve.

Your feedback is important in helping us improve accessible services at FORT FRANCES PUBLIC LIBRARY TECHNOLOGY CENTRE. Please take a moment to complete this feedback form and let us know how we are doing.

**Date of Visit:** \_\_\_\_\_ **Time of Visit:** \_\_\_\_\_

**What was the purpose of your visit?** \_\_\_\_\_

**Did we respond to your customer service needs?** Yes  No

If no, please explain:

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**Was our customer service provided to you in an accessible manner?** Yes  No

If no, please explain:

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**Did you have any problems accessing our goods or services?** Yes  No

If yes, please explain:

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**Please add any other comments/suggestions you may have:**

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**Would you like to be contacted by Fort Frances Public Library Technology Centre?** Yes  No

*\*If yes, please ensure that you complete the contact information below.*

**How would you like to be contacted?** Email  Telephone  Mail

**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:** \_\_\_\_\_

**Thank you for your feedback.**

**Contact:** Joan MacLean, CEO  
**Email:** jmaclean@ffpltc.ca  
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