



# Roots of Empathy

## AODA Customer Feedback Form

We are committed to providing exemplary service to all of our customers. We would appreciate your feedback on the manner in which we provide goods and services to persons with disabilities. Feedback can also be provided by contacting Roots of Empathy at [mail@rootsofempathy.org](mailto:mail@rootsofempathy.org) or toll-free at 1-866-766-8763.

Date Form Completed	
Date and Time of Incident	
Service, Location and/or Individual(s) involved	

Did you have any trouble accessing any of our services or facilities?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Were you pleased by the service you received by our staff?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Please provide any details of your experience below: Please attach additional sheets if required.

---

---

---

What could we do to improve our service to you? Please attach additional sheets if required.

---

---

---

**Customer Service Standard Policy.** If the feedback you provide raises serious concerns with respect to our delivery of goods and services to persons with disabilities the author of the feedback will be provided a response; as applicable, as defined by the legislation in the format requested (or the most appropriate form if no request was made). Individuals can expect to hear back in 10 business days.



# Roots of Empathy

## AODA Customer Feedback Form

If you would like to hear from us, please provide your contact information in the space below, including your preferred method of contact (phone, e-mail, mail, etc.). We will respond to your comments in the format requested (or the most appropriate format where no request was made). Your contact information will only be used for this purpose:

This document is available in an alternative format on request.

Name	
Address	
Phone	
Email	

**Customer Feedback Received By:** \_\_\_\_\_ **on** \_\_\_\_\_