

Accessibility for Ontarians with Disabilities Act Feedback Form

Nisbet Lodge strives to improve the ability of our residents and visitors to access services. For this reason, compliments, suggestions and even complaints are important as they may contribute to service improvements.

Feedback related to the Accessibility/Customer Service Standards can be directed to the CEO by:

1. Email to info@nisbetlodge.com
2. Letter mailed or dropped off at 740 Pape Avenue
3. Fax to 416-469-1105
4. Phone: 416-469-1105, extension 1122

Feedback forms are located in the lobby of Nisbet Lodge and McClintock Manor and are also on our web site at www.nisbetlodge.com.

All responses, if required, will take place within five (5) business days in a suitable format.

All feedback will be summarized by the CEO and communicated to the appropriate committee or working group to determine future directions.

Thank you,

Management Team

Nisbet Lodge

Accessibility for Ontarians with Disabilities Act Feedback Form

Nisbet Lodge and McClintock Manor are committed to providing accessible customer service to all of our visitors, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Your feedback provides a valuable opportunity for us to improve our services.

Please tell us the date and location of your visit:

Date: _____ Nisbet Lodge McClintock Manor

1. Were you satisfied with the customer service we provided you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments:

2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments:

3. Did you experience any problems accessing our goods and services??

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments:



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Contact Information *(complete only if you wish to be contacted)*

Name: _____ Phone Number: _____

Email: _____ Mail: _____
