

**Member  
Municipalities**

**Accessibility for Ontarians Disabilities Act AODA  
Customer Feedback Form**

Township of  
Adelaide-Metcalf

Municipality of  
Brooke-Alvinston

Municipality of  
Chatham-Kent

Township of  
Dawn-Euphemia

Township of  
Enniskillen

Municipality of  
Lambton Shores

Municipality of  
Middlesex Centre

Village of  
Newbury

Village of  
Oil Springs

Town of  
Petrolia

Town of  
Plympton-Wyoming

Village of  
Point Edward

City of  
Sarnia

Municipality of  
Southwest Middlesex

Township of  
St. Clair

Municipality of  
Strathroy-Caradoc

Township of  
Warwick

The Accessibility for Ontarians with Disabilities Act (AODA) ensures that all workplaces will implement Customer Service Standards to insure that their goods and services are accessible to persons with disabilities.

SCRCA is committed to giving people with disabilities the same opportunity to access our services, and allowing them to benefit from the same services in the same place and in a similar way as other clients. We will make every effort to offer various methods of communication and agree upon an acceptable alternative to meet our customer/client needs.

We value your feedback regarding your participation in our programs, receipts of our services and our customer service to you. Please complete the following form and submit online, visit us in person or mail to the address above.

**Feedback**

**Type of visit?**

- In Person
- Website
- Other electronic means

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_ **Location:** \_\_\_\_\_

**Did we meet your individual service needs today?**

- Yes
- No
- If no, please comment: \_\_\_\_\_

**Were our services provided to you in an accessible manner?**

- Yes
- No
- If no, please comment: \_\_\_\_\_

**Did you have any problems in accessing our services?**

- Yes
- No
- If no, please comment: \_\_\_\_\_

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## Comments/Suggestions

## Contact Information:

Name: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Would you like to be contacted by our Accessibility Resource?

- Yes
- No