**Accessibility for Ontarians with Disabilities Act (AODA) – Customer Service Feedback Form**

Thank you for taking the time to share your feedback with the Newcomer Centre of Peel (NCP). We greatly value your comments which will help us improve your experience.

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| --- | --- | --- | --- | --- |
| 1.  | Date of Visit: | MONTH/DAY/YEAR | Time of Visit: |  |
| 2.  | What services were you looking for? | * General Information
* Language
* Settlement
* Labour Market Access information and assistance
* Youth and Adult programs
* Settlement Worker in Schools
* Childcare
* Senior program
* Other (Please specify)
 |
| 3.  | Did we respond to your customer service needs? | * Yes
* No

If No, please explain: |
| 4.  | Was our customer service provided to you in an accessible manner? | * Yes
* No

If No, please explain: |
| 5. | What could NCP do to make it easier for you to access our goods and services? |  |
| Additional Comments: |  |
| Would you like to be contacted? (optional) | * Yes
* No
 |
| If yes, what is your preferred contact method? | * Name:
* Mailing Address:

 City:Postal Code:* Phone:
* Email:
 |  |
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The Newcomer Centre of Peel protects your privacy and personal information. The information you provide on this form is so we can respond to your feedback. If you have any questions regarding the collection, use and disclosure of your personal information, please contact our Privacy Officer at 905-306-0577 x. 228.