



## Customer Accessibility Feedback Process

Dear valued Customers and Business Partners:

East Penn Canada is committed to creating an inclusive organizational culture by preventing and removing barriers for people with disabilities. We support the goals of provincial initiatives aimed at providing accessible goods, services and facilities to people with disabilities.

East Penn Canada is committed to continually learning about our customers and business partners, their priorities and their needs. We strive to meet the needs and expectations of our customers and, as such, we encourage and welcome comments and feedback on how we provide goods and services.

If you wish to provide such feedback, please complete the “Customer Accessibility Feedback Form” on the following page. Feedback can also be provided by contacting the Human Resources Department at:

Mail: 165 Harwood Ave. N.  
Ajax, ON L1Z 1L9  
Telephone: 905-427-2718 / 1-800-961-4931  
Fax: 905-619-4248  
Email: [hrservices@eastpenncanada.com](mailto:hrservices@eastpenncanada.com)

East Penn Canada will use our best efforts to address and / or respond to a all feedback within 30 business days. A response will be given to the Customer / Business Partner if it is requested and contact information is provided.

Thank you,

East Penn Canada



# Customer Accessibility Feedback Form

East Penn Canada is committed to creating an inclusive culture across the organization by preventing and removing barriers for people with disabilities. We support the goals of provincial legislation aimed at providing accessible goods, services and facilities to people with disabilities.

We are committed to continually learning about our customers, their priorities and their needs. Your feedback is important to us as we strive to meet our customers' need and expectations. Please complete and return this form to East Penn Canada's Human Resources Department by mail, fax or email (below). Feedback can also be provided by contacting the Human Resources Department directly by:

Mail: 165 Harwood Ave. N.  
 Ajax, ON L1Z 1L9

Telephone: 905-427-2718 / 1-800-961-4931

Fax: 905-619-4248

Email: hrservices@eastpenncanada.com

### Customer Experience

Type of contact:  Visited location: \_\_\_\_\_  Visited website  
Specify location

Telephone call: \_\_\_\_\_  Other: \_\_\_\_\_  
Specify department Please specify

Date of contact:	Time of contact:
------------------	------------------

Did we respond to your customer service needs today?  Yes  No  
 If no, please explain:

Was our customer service provided to you in an accessible manner?  Yes  No  
 If no, please explain:

Did you have problems access our goods or services?  Yes  No  
 If yes, please explain:

Please provide any other comments or suggestions you may have:

### Contact Information – Complete ONLY if you are requesting a response

Preferred method of contact:  Mail  Telephone  Email

Name:	Telephone number:
-------	-------------------

Address:	Email:
----------	--------

FOR INTERNAL USE ONLY	
Date feedback received: _____	Reviewed by: _____
Response required: <input type="checkbox"/> Yes <input type="checkbox"/> No	Action required: <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, date response given: _____	If yes, action taken: _____