



## Accessible Customer Service Feedback Form

The Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) is provincial legislation that aims to achieve a fully accessible Ontario. The Act makes Ontario the first jurisdiction in Canada to develop, implement, and enforce mandatory accessibility standards.

Empack Spraytech Inc. values our customers and we strive to meet their needs. We are committed to providing quality goods and services that are accessible to all persons that we serve.

Your feedback is important in helping us improve accessible services at Empack Spraytech Inc. Please take a moment to complete this feedback form and let us know how we are doing.

**Date of Visit:** \_\_\_\_\_ **Time of Visit:** \_\_\_\_\_

**What was the purpose of your visit today?** \_\_\_\_\_

**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 any problems accessing our goods or services?** Yes  No

If no, please explain:

---

---



---

---

**Please add any other comments/suggestions you may have:**

---

---

---

---

**Please provide us with your contact information below (Optional):**

*(Any personal information is collected pursuant to Ontario Regulations 429/07, the Accessible Standards for customer service, and will be used strictly for the purpose of responding to your feedback.)*

Full Name: \_\_\_\_\_ Phone number: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_ Postal code: \_\_\_\_\_  
City: \_\_\_\_\_ Province: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Would you like to be contacted by Empack?** Yes  No

*(Customers will be contacted within 7 business days of receiving feedback)*

***\*If yes, please ensure that you complete the contact information above***

**How would you like to be contacted?** Telephone  Email  Mail

**Thank you for your feedback.**

Email: [info@empack.ca](mailto:info@empack.ca)