

Hay Communications Co-operative Limited

Accessibility Feedback Form

Thank you for using the services of Hay Communications Co-operative Limited. We value our customers and welcome feedback on the accessibility of our goods, services, and facilities. Your comments help us improve accessibility at Hay Communications Co-operative Limited.

Accessible formats and communication supports are available upon request to enable all customers to provide feedback in a manner that meets their needs. To request an alternate format or support, please contact Brian DePaepe, Business Office Supervisor) at 519-236-7300 or accessible@haymail.ca.

If negative feedback or a complaint is received, the company takes all reasonable measures to resolve the issue to prevent future occurrences. Where the customer's contact information has been provided, the company will respond to the complainant to explain the measures that have been taken to correct the issue.

Date: _____

Location of experience (if applicable): _____

I am:

A visitor A customer Other: _____

Were you satisfied with the accessibility of our service, goods, and facilities?

- Yes
- No
- Somewhat

Why or why not?

Did you experience any barriers to accessing our goods, services, or facilities?

- Yes
- No
- Somewhat

If yes or somewhat, please explain.

Do you have any recommendations to make accessing our goods, services, or facilities easier for people with disabilities?

- Yes
- No

If yes, please explain.

Additional comments:

Contact Information

You are invited to provide your contact information to enable the company to follow up regarding your feedback. This is entirely optional. Your contact information will be kept confidential and secure and will be used for the sole purpose of responding to your feedback. The company retains all feedback and contact information for two years.

Name: _____

Preferred contact method: E-mail Phone Other. Please specify: _____

Contact information:
