



## **Accessible Customer Service Feedback Form (AODA) – Ontario**

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Thank you for visiting Shelburne Public Library. We value our patrons and welcome feedback on the accessibility of our goods, services, and facilities. Accessible formats and communication supports are available upon request to enable all patrons to provide feedback in a manner that meets their needs. To request an alternate format or support, please contact the Chief Executive Officer at [ceo@shelburnelibrary.ca](mailto:ceo@shelburnelibrary.ca)

If negative feedback or a complaint is received, the library will take all reasonable measures to resolve the issue to prevent future occurrences. Where the patron's contact information has been provided, the company will respond to the complainant within five business days to inform them of the measures that have been or will be taken.

Thank you for your feedback! You can find additional information about our accessibility practices in our Accessibility Policy, available on our website. Printed copies available upon request.

Date: \_\_\_\_\_

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

- Yes
- No
- Somewhat

Why or why not?

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

- Yes
- No
- Somewhat

If yes or somewhat, please explain.

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

- Yes
- No

If yes, please explain.

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Are you satisfied with the accessibility of our feedback process?

- Yes
- No
- Somewhat

Why or why not?

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Did you experience any barriers to providing feedback?

- Yes
- No
- Somewhat

If yes or somewhat, please explain.

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Additional comments

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**Patron Contact Information**

Patrons are invited to provide their contact information so that Shelburne Public Library can follow up with them regarding their feedback. This is entirely optional. If a patron chooses to provide their contact information, it will be used for the sole purpose of responding to their feedback.

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

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

Contact information:

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