**Accessibility Client Service Feedback Form**

At Epilepsy Ontario, we strive to improve accessibility for all of our valued clients. Comments on the manner in which we provide services to our clients with disabilities are welcomed and appreciated. We thank you for taking the time to share your feedback with us.

Once you have completed this form, you may submit your feedback by any of the following methods:

1. **Email**: Email the feedback form as an attachment to [info@epilepsyontario.org](mailto:info@epilepsyontario.org)
2. **Standard Mail**: Print the feedback form and mail to following address:

Epilepsy Ontario

803-3100 Steeles Ave E

Markham, ON L3R 8T3

1. **In person**: Print and visit us at the address above during regular business hours. If required, a hard copy of this feedback form can be provided to you at the office.

You may also request a member of our staff to complete and submit the feedback form on your behalf.

**FOR STAFF ONLY**

**Client Name**:

*First Name Initial Surname*

**Form Completed By**:

*Staff First Name Initial Surname*

**Signature**:

**Date**:

*(Month / Date / Year )*

**AODA Client Service Feedback Form**

Did the service provided by Epilepsy Ontario meet or exceed your expectations for accessibility?

* Yes
* Somewhat
* No

Comments:

Identify what, if anything, that Epilepsy Ontario could have done to make it easier for you to access our services.

Please provide us with any additional comments you may have.

Would you like someone from Epilepsy Ontario to provide a response to your feedback?

* Yes
* No

If yes, please indicate how you would like to be contacted:

* Email
* Phone
* Mail

**Contact Information**

**Name:**

*First Name Initial Surname*

**Address:**

**City:** **Province:** **Postal Code:**

**Telephone Number #1:**

**Telephone Number #2:**

**Email Address:**

Note: For clients who wish to receive a reply to their feedback, an employee of Epilepsy Ontario will respond as soon as possible, within ten business days after your feedback has been received.

Date of last update: April 2014

**Epilepsy Ontario**

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