



## **Feedback Form Accessibility for Ontarians with Disabilities Act**

The YMCA-YWCA of the National Capital Region has established a process for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities. Feedback may be provided in person, by telephone, in writing, through our website or by delivering an electronic text by email or on media device to a staff member in the reception area of any Y department or facility. This form is intended to provide a consistent format for receiving feedback information, but is not meant to be the exclusive format for receiving feedback.

Please select one:       Feedback       Complaint

Date (MM/DD/YY): \_\_\_\_\_ Format Received: \_\_\_\_\_

### **Personal Information**

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

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Filled out by Staff?       Yes       No      Staff Person: \_\_\_\_\_

Subject: \_\_\_\_\_

Description:

The personal information that you have provided to us to enable us to respond to your inquiry for information in an alternative format will be used by staff for that purpose only. You will not be placed on any mailing list, nor will your information be released to any third party, except as authorized by law. The authority for obtaining this information from you complies with the Ontario Regulation 429/07 – Accessibility Standards for Customer Service of the Accessibility for Ontarians with Disabilities Act, S.O. 2005, Chapter 1.

Questions about this collection should be directed to the Coordinator of the Y Accessibility Plan:

People and Culture

P: 613-237-1320 x 5135

E: [peopleandculture@ymcaywca.ca](mailto:peopleandculture@ymcaywca.ca)