



AODA Customer Service Feedback Form

Umbrella Family and Child Centres of Hamilton is committed to accessible, inclusive, and high-quality services for all children, families, and community members. Your feedback helps us celebrate what's working and identify opportunities to improve accessibility across our programs, services, communication, and facilities.

You can submit this form anonymously. If you would like a response, please include your contact information. If you need this form in an alternate format or require assistance completing it, please contact our **Head Office** at **905-312-9836** or email **info@umbrellafamily.com**.

Please tell us about your visit:

Date: _____ Location: _____

1. Did we respond to and meet your customer service needs?

<input type="checkbox"/> Yes	<input type="checkbox"/> Somewhat	<input type="checkbox"/> No
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Comments

2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> Somewhat	<input type="checkbox"/> No
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Comments

3. Did you experience any problems accessing our goods and services?

<input type="checkbox"/> Yes	<input type="checkbox"/> Somewhat	<input type="checkbox"/> No
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Comments

Contact Information (optional):

If you include your name or contact details, we will use them only to respond to you about this submission.

Name: _____ Phone or email: _____

Thank you for taking the time to share your experience with us. Your feedback will be used to improve accessibility.