



Accessible Customer Service Feedback Form

Dear Valued Customer, we strive to improve accessibility for our customers. We would like to hear your comments, questions and suggestions about the services and service experience. Please complete this form and email it to omexoffice@bellnet.ca or mail to Omex, 3510 Mainway Drive, Burlington, ON L7M 1A8. You can also contact our office directly at 1-866-609-6639.

Please tell us the date and location of your visit:

Date: _____

Location: _____

1. Did we appropriately respond to your customer service needs today?

Yes No (please explain) Somewhat

Comments:

2. Was our customer service provided to you in a timely manner?

Yes No (please explain) Somewhat

Comments:

3. Was our customer service provided to you in a helpful manner?

Yes No (please explain) Somewhat

Comments:

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

Yes No (please explain) Somewhat

Comments:

5. Did you experience any problems accessing our services?

Yes No (please explain) Somewhat

Comments:

Contact Information (optional) Name: _____

Email: _____ Phone: _____

Thank you,
Omex Office Maintenance Experts (Burlington, ON)

This document is available in a larger format upon request.
Feedback is collected in accordance with Section 7 of Ontario Regulation 429/7, Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005. Any personal information provided with this feedback will be used by Omex to contact you if a response is requested.