

## CGL Customer Service – Accessibility Feedback

Thank you for visiting Commissionaires Great Lakes. We are committed to providing accessible customer service for persons living with disabilities.

Our Accessibility Coordinator is responsible for receiving, tracking and sharing all accessibility-related feedback with appropriate business areas. In addition to using the “Accessibility Feedback Form”, you may submit your feedback about accessibility using any of the following methods:

**On-line:** Please submit the online version of our Feedback Form by completing in full and hitting the "Submit" button

**In Person, we have three office locations:**

Toronto: 80 Church Street, Toronto, Ontario M5G 2C1  
 London: 1730 Dundas Street, London, Ontario N5W 3E2  
 Barrie: 5 Bell Farm, Unit # 6, Barrie, Ontario L4M 5G1

**In Writing:** Accessibility Coordinator – 1730 Dundas Street, London Ontario N5W 3E2  
**By Phone:** 1 877 488 9370 extension 245. TTY users can use the Bell Relay System by phoning 711

**By Email:** [accessibility@commissionaires-cgl.ca](mailto:accessibility@commissionaires-cgl.ca)

Which Commissionaires Great Lakes location did you visit?		
Time and date of your visit?		
What was the purpose of your visit?		
Which department were you accessing?		
Did you request accommodation?	Yes	No
Was the service provided to you in an accessible manner or format?	Yes	No
Did you encounter any barriers or difficulties accessing services?	Yes	No
Did we respond to your customer service needs?	Yes	No
Please provide the details of your customer service experience:		

Do you wish to be contacted about your customer service experience?	Yes	No
First Name:	Last Name:	
Street Address:		
City:	Prov:	Postal:
Home Phone:	Mobile Phone:	
Email Address:		

Commissionaires Great Lakes will respond to your feedback within 10 business days outlining action(s) to be taken.

Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your comments or request.