



ST. ANDREW'S UNITED CHURCH

399 CASSELLS STREET, NORTH BAY, ONTARIO P1B 3Z4

DAY OR NIGHT TELEPHONE (705) 472-7680

e-mail: standrewschurch@cogeco.net

website: www.standrewsnorthbay.ca

CUSTOMER SERVICE ACCESSIBILITY FEEDBACK FORM

Dear Valued Visitor to St. Andrew's:

Thank you for picking up this feedback form.

At St. Andrew's, we strive to improve accessibility for our participants with disabilities. We would like to hear your comments, questions and suggestions about the provision of our programs, goods and services to people with disabilities.

(Feedback forms (and our *Customer Service Accessibility Policy*, are also available at the on our website: www.standrewsnorthbay.ca. Click on the "accessibility at St. Andrew's" tab.)

Please complete page 2 of this form and submit it in one of the following ways:

- by **mailing**: St. Andrew's United Church, 399 Cassells Street
North Bay, ON P1B 3Z4 Attn: Chair, Accessibility Committee
- by **hand delivery**: to the Church Office
- by **giving** the completed form to an Usher or church staff member
- or by **placing** a feedback form in the "Accessibility Feedback" box located in the narthex located at the location where you picked this form up.

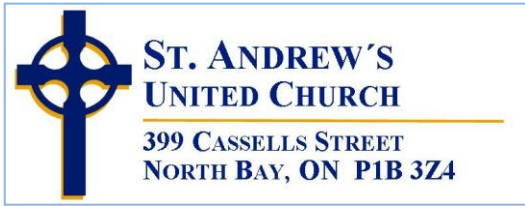
If you would rather not use this form, please feel free to call 705-472-7680 or e-mail standrewschurch@cogeco.net to share your comments or concerns - or to request a copy of the *St. Andrew's Customer Service Accessibility Policy*.

- Comments or concerns can also be made verbally to church staff, ushers, or other volunteers at any time.

Your feedback comments may remain anonymous if you wish. However, if you wish to receive a reply, please give some means of contacting you – either a phone number, postal address, or e-mail address. You will receive a reply within 10 business days.

Thank you for helping us to serve you better!

The Accessibility Committee
St. Andrew's United Church
North Bay, Ontario.



Customer Service Accessibility Participant Feedback Form

Thank you for attending **St. Andrew's United Church**. We value all people and strive to meet everyone's needs.

Please submit your completed form by placing it in the **Accessibility Feedback** box - or by any of the other means listed on page 1.

First of all, please tell us the date and time of your visit with us:

Date: _____ Time: _____

Did we respond to your needs today? (circle one) **Yes** **No**

Were our programs/service provided to you in an accessible manner? (Circle one)

Yes **Somewhat** (please explain below) **No** (please explain below)

In the space below, please provide details of your experience: (use additional pages if necessary)

Contact information (*note: this is optional – but at least a postal address, e-mail address or phone number is required if you wish to be contacted by a member of the *Accessibility Committee* within 10 days). **Your feedback comments may remain anonymous if you wish.***

Name: _____

Telephone: _____ e-mail: _____

Address _____

Note: Any personal information is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used strictly for the purpose of responding to your feedback.

Thank you!

The Accessibility Committee
St. Andrew's United Church