



Accessible Service Delivery Feedback Form

At Activa, we are committed to ensuring accessibility for everyone. Comments on the manner in which we provide our services to persons with disabilities are greatly appreciated. Depending on your personal needs and preferences, you may share your feedback using any of the following methods:

- Email — info@activa.ca
- Mail or In Person — 55 Columbia St. E., Waterloo ON N2J 4N7

For questions, you may also call us at 519.886.9400. If desired, we can assist you in completing your form. To assist us in responding to your needs, please complete the contact information at the end of this form, specifying which method you prefer.

Name: (First, Last)

Completed By: (First, Last) (If applicable.)

Location of Visit:

Date of Visit: (DD/MM/YYYY)

Did we respond appropriately to your service needs? Yes ___ No ___

Comments:

Did we provide our services in an accessible manner? Yes ___ Somewhat ___ No ___

Comments:

Did you face any challenges accessing our goods and services? Yes ___ Somewhat ___ No ___

Comments:

Please share any additional comments below:

Additional Comments:

Preferred method of contact: (Complete the fields for the methods you'd like us to use.)

_____	_____
Attn: (First, Last)	C/O: (First, Last) (If applicable.)
_____	_____
Street Address	City, Province, Postal Code
_____	_____
Email:	Phone:

If alternate methods are required, please share below and include contact details:

Alternate methods of contact:

Thank you for sharing your thoughts and experiences. Should your feedback indicate a concern, we will contact you shortly to discuss the most appropriate solutions. Our mission is to bring life to communities and your inclusion is crucial to achieving this goal.