

# AODA Customer Service Feedback Form

Thank you for using the services of The Toronto Regional Real Estate Board (TRREB). We value our Members and visitors, and welcome feedback on the accessibility of our goods, services, and facilities. Your comments help us improve accessibility at TRREB.

Accessible formats and communication supports are available upon request to enable all Members and visitors to provide feedback in a manner that meets their needs. To request an alternate format or support, please contact Manager, Human Resources at [accessibility@trreb.ca](mailto:accessibility@trreb.ca).

TRREB will take all reasonable measures to resolve the issue to prevent future occurrences. Where a Member or visitor's contact information has been provided, TRREB will respond to the feedback to explain the measures that have been taken to address the issue.

Please tell us the date and location of your visit.

Date: \_\_\_\_\_ Location: \_\_\_\_\_

**1. Are you:**

- An employee
- A member
- A visitor
- Other – please specify \_\_\_\_\_

**2. Were you satisfied with your accessibility to our goods, services and facilities?**

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

**3. Did you experience any barriers accessing our goods, services, or facilities?**

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

**4. Do you have any suggestions to make accessing our goods, services, or facilities easier for people with disabilities?**

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

**5. Are you satisfied with the accessibility of our feedback process?**

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

**6. Did you experience any barriers to providing feedback?**

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

**Contact Information (optional)**

You are invited to provide your contact information to enable TRREB to follow up regarding your feedback. This is entirely optional. Your contact information will be kept confidential and secure and will be used for the sole purpose of responding to your feedback. TRREB will retain all feedback and contact information for two (2) years from the date the feedback is received.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Preferred contact method:

- E-mail
- Telephone
- Other – please specify

\_\_\_\_\_

Note: TRREB will address any issues or concerns outlined on this form within ten (10) business days, where possible.