

# IT/net AODA Client Service Feedback Form

At IT/Net, we strive to improve accessibility for all our valued clients. Comments on the manner in which we provide services to our clients with disabilities are welcomed and appreciated. Thank you for taking the time to share your feedback with us.

Once you have completed the form, you may submit your feedback by any of the following methods:

- I. **Online:** by clicking the submit button at the end of the form
- II. **Email:** by printing your feedback form and emailing it as an attachment to [aoda@itnet.ca](mailto:aoda@itnet.ca)
- III. **Standard Mail:** by printing the feedback form and mailing to the following address:

IT/Net  
ATTN: AODA Contact Person  
900- 116 Albert St.  
Ottawa, ON  
K1P 5G3

- IV. **In person:** by visiting our office front reception area, to obtain a copy of the feedback form

You may also request your IT/Net contact to complete and submit the feedback form on your behalf.

Complete the following fields only if you are an IT/Net staff member completing the feedback form on behalf of your client:

**Feedback from :** \_\_\_\_\_

**Form Completed By (IT/Net Staff Member's name):** \_\_\_\_\_ **(Office Phone):** \_\_\_\_\_

Please indicate:

**Date of visit:** \_\_\_\_\_

Did the service IT/Net provide you with meet or exceed your expectations for accessibility?

Yes \_\_\_

Somewhat \_\_\_

No \_\_\_

**Comments:** \_\_\_\_\_

\_\_\_\_\_

Identify what, if anything, IT/Net could have done to make it easier for you to access our services.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please provide us with any additional comments you may have:

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Would you like someone from IT/Net to provide a response to your feedback?

Yes \_\_\_\_\_

No \_\_\_\_\_

If yes, please indicate how you would like to be contacted:

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Mail: \_\_\_\_\_

#### Contact Information

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone Number (Daytime): \_\_\_\_\_ Email: \_\_\_\_\_

For clients who wish to receive a reply to their feedback, the AODA Contact Person will respond as soon as practicable, within seven (7) days after your feedback has been received.