AODA CONTACT INFORMATION AND FEEDBACK

Policy Statement

Roelands Plant Farms Inc. shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available via company website. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

Submitting Feedback

Customers can submit feedback to:

Customer Service

(519) 786-6001

Douglas Line, Lambton Shores, ON, N0N 1J5

info@roelandsplant.ca

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so upon request. Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

AODA Customer Service Standards - Customer Feedback Form

Thank you for visiting Roelands Plant Farms Inc. We value all of our customers and strive to meet everyone's needs. Please tell us the date of your visit:

1.Were you satisfied with the customer service we provided you? (Please indicate your response(s) by circling or highlighting the chosen field)

☐Yes ☐No ☐Somewhat

Comments:

_____

_____

2.Were you satisfied with the customer service we provided you? (Please indicate your response(s) by circling or highlighting the chosen field)

☐Yes ☐No ☐Somewhat

Comments:

_____

_____

3. Did you experience any problems accessing our goods and services?

☐Yes ☐No ☐Somewhat

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