Kiwanis Homes
HAMILTON EAST KIWANIS NON-PROFIT HOMES INC.

Customer Service Feedback Form

Accessibility for Ontarians with Disabilities Act

Feedback Type: ☐ Compliment ☐ Suggestion ☐ Complaint

Feedback may be provided by:

- Mail or delivery to Hamilton East Kiwanis Non-Profit Homes Inc.
  1353 Barton Street East, Hamilton, ON L8H 2W2
- Email: info@kiwanishomes.ca

Feedback Details

Did we meet your service expectations?	***Please select one answer for each question.***		
	No	**Somewhat**	**Yes**
1. Did you receive the service you needed?	☐	☐	☐
2.Was the service provided in a timely manner?	☐	☐	☐
3.Were you treated in a courteous and considerate manner?	☐	☐	☐
4.Was the service provided in an appropriately accessible manner?	☐	☐	☐
5.Did you have any problems accessing the service?	☐	☐	☐
6.Were you satisfied with the outcome of your service experience?	☐	☐	☐
7. Please add details about who was involved and what was noteworthy about the service you received.			
8. Date service was provided:			
9. Type of service support provided (e.g. tenancy issue; maintenance repair issue):			
10. Do you have suggestions for enhancing our service delivery to persons with disabilities:			

Contact Details if you want a reply (optional):
Please let us know how you would like us to contact you:
☐ email – your email address is: _____
☐ phone – your phone number is: _____
☐ mail – your mailing address is: _____

Questions about this collection of information should be directed to: Tricia Lewis, Director of Operations, at 905-741-9558 / tricia.lewis@kiwanishomes.ca.

This document is available in alternate formats upon request.

Feedback is collected in accordance with Section 7 of Ontario Regulation 429/07, Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005.

For internal use only:
Date Feedback Form received in office: _____