

## Accessible Customer Service Feedback Form

South Riverdale Community Health Centre (SRCHC) is committed to excellence in serving all clients, including people with disabilities.

We welcome feedback on the services that we provide so that we can ensure that we fully respect and promote the dignity and independence of people with disabilities.

Contact us at [srchc@srchc.com](mailto:srchc@srchc.com) to request information in accessible formats or support with communications.

Please provide your comments below:

If you would like to receive follow-up from us about our response to your feedback, please provide your preferred contact information below:

Name:

Email:

Daytime phone:

Address:

In person at SRCHC:

This feedback is collected under the Accessibility for Ontarians and Disabilities Act (AODA), Accessibility Standards for Customer service. <https://www.aoda.ca/customer-care-standard/>

Your feedback will be reviewed by the Management team of SRCHC. If you have requested a follow-up, we will contact you within 3-5 business days.

Thank you for taking the time to provide your feedback.

If you would like to contact us with any further information

Call: 416-461-1925

Email: [srchc@srchc.com](mailto:srchc@srchc.com)

Write: Accessible Customer Service Feedback  
c/o: Manager, Communications  
955 Queen Street East  
Toronto ON M4M 3P3

Additional comments:

\_\_\_\_\_ For Administrative use only \_\_\_\_\_

Feedback received (date):

Acknowledgement sent (date):

Method of response:

Reviewed by: