



Accessibility Feedback Form

Document: FR-AA-02

Revision no. 08

Revision Date: 20210510

Privacy: General

If you have any comments or feedback with regards to accessibility, please complete the following form, which will be directed to the Quality Assurance Manager.

Please note: All fields are required.

Tell us about your experience with us:

DATE:

TIME:

Did we respond to your service needs?

YES:

NO:

Were our services provided to you in an accessible format?

YES:

NO:

Please provide details of your service experience:

If you wish to be contacted, please provide your information:

FIRST NAME:

LAST NAME:

ADDRESS LINE 1:

ADDRESS LINE 2:

TOWN/CITY:

PROVINCE:

DAYTIME PHONE:

EVENING PHONE:

CELLULAR PHONE:

EMAIL ADDRESS:

How do you wish to be contacted?



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Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your comments or requests. Inquiries should be directed to the Quality Assurance Manager.

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Fax: 416-297-7439
Toll Free: 1-888-851-8699
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Review Date:	20210510	
Approved By:	Reeza Mohammed	
Position:	Sr. Manager, Client Services	
Review revision history		

Revision #	Revision Date	Description of changes
01	20111231	Creation date
02	20160517	Reviewed and updated QA Manager
03	20170717	Reviewed
04	20180528	Reviewed
05	20190624	Reviewed
06	20200622	Reviewed
07	20210503	Annual review – no changes
08	20210510	Added ext.499 after phone number and changed email address from accessibility@commoncollections.com to aoda@commoncollections.com