



## Customer Service Survey

*The following identifies barriers that potentially affect your ability to access every day goods and services and quality customer service. Please check the boxes that best reflect your own personal experiences.*

1. Aisles are too narrow making it difficult or impossible for you to manoeuvre in a wheelchair or scooter, with a walker, etc.

Not a barrier     small     medium     large barrier  
 Never happens     rarely     sometimes happens a lot

2. The lack of designated space for wheelchairs and scooters in waiting rooms of business and professional offices (e.g. doctors, lawyer, and dentists) means you must receive special attention.

Not a barrier     small     medium     large barrier  
 Never happens     rarely     sometimes happens a lot

3. Debit and card readers are difficult or impossible for you to use, because of the position where they are placed.

Not a barrier     small     medium     large barrier  
 Never happens     rarely     sometimes happens a lot

4. Lack of understanding about the laws regarding support animals limits your access to facilities and services.

Not a barrier     small     medium     large barrier  
 Never happens     rarely     sometimes happens a lot

5. The variety of locations and placement of grab bars, shelves, dryers, soap, flushing mechanisms etc. make washrooms difficult for you to use.

Not a barrier     small     medium     large barrier  
 Never happens     rarely     sometimes happens a lot

6. You feel you must divulge the nature of your disability in order to receive services in the manner you need and without negative attitudes.

- Not a barrier     small     medium     large barrier  
 Never happens     rarely     sometimes happens a lot

7. Accessible washroom stalls are too small to accommodate you and your mobility device.

- Not a barrier     small     medium     large barrier  
 Never happens     rarely     sometimes happens a lot

8. The lack of seating that can accommodate both you and your attendant or companion, limits the choice of events you can attend.

- Not a barrier     small     medium     large barrier  
 Never happens     rarely     sometimes happens a lot

9. Please let us know if there are other barriers that impact on your ability to access every day goods and services and quality customer service.

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What could be done to make your customer service experiences easier.

Suggestion 1: \_\_\_\_\_

Suggestion 2: \_\_\_\_\_

Suggestion 3: \_\_\_\_\_

Other:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you were dissatisfied with the service you received and would like a response to your concerns, please identify yourself by name, address and telephone number.

**Complainant Name:** \_\_\_\_\_

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

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

**Is it safe to leave a message**  **Yes**  
 **No**

**Best Times to Call:** \_\_\_\_\_

Catholic Family Services Peel-Dufferin  
#201-60 West Drive  
Brampton, ON  
L6T 3T6  
Telephone: 905.450.1608  
Fax: 905.450.8902