



ACCESSIBILITIES FOR ONTARIANS WITH DISABILITIES (AODA) FEEDBACK FORM – 2021

Commitment Statement

The Badminton and Racquet Club of Toronto is committed, to the best of our ability, providing accessible services and employment. Policies related to accessibility standards are available by reaching out to admin@thebandr.com.

B&R's Accessible Customer Service Commitment

- Personal assistance devices may be made available upon request
- Guide dogs, service animals, and support persons are welcome
- Alternative communication formats may be made available upon request

B&R's Service Interruptions Commitment

- Communicated within reasonable notice in various methods of communication

B&R's Feedback Form – submit this form to front desk or use the online form.

Name: _____

Telephone number: _____

Email: _____

Date of visit: _____

Time of visit: _____ am/ pm

Would you like a follow-up call? Yes ___ No ___

What was the nature of your visit? _____

Did we provide customer service to you in an accessible manner?

Yes ___ No ___ Somewhat ___

Comments: _____

What could the B&R do to make it your experience better and provide easier access to our goods and/or services?

Additional comments or suggestions:
