



**ACCESSIBILITY FEEDBACK FORM**

**Laura Secord** (the “Company”) is committed to improving accessibility for individuals with disabilities.

We would like to hear your comments, questions and suggestions about the provision of our goods or services to individuals with disabilities.

Please tell us the date, time and location of your visit:

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Location: \_\_\_\_\_

Did we respond to your customer service needs today?  YES  NO

Was our service provided to you in an accessible manner?

YES  SOMEWHAT (please explain below)  NO (please explain below)

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Did you have any problems accessing our services?

YES (please explain below)     SOMEWHAT (please explain)     NO

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Do you have any other comments to help us better serve individuals with disabilities?

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Thank you.

**Laura Secord**

Any further suggestions or comments are welcomed, please contact us:

- In person;
  
- By telephone : 418-687-5320;
  
- By fax : 418-687-4916;
  
- In writing to:  
Attention: HR Director  
Laura Secord  
550 Avenue Godin  
Quebec, QC  
G1M 2K2
  
- By email : [admin@laurasecord.ca](mailto:admin@laurasecord.ca)

All feedback will be directed to our Human Resources Department-admin@laurasecord.ca. Any feedback that is in the nature of a complaint will be addressed /logged accordingly, with **Laura Secord's** Complaint Management Procedure. The details of this Feedback Process will be provided on the **Laura Secord** website.