



## Accessibility Feedback Form

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Thank you for using the services of Sonora Foods. We value our customers and welcome feedback on the accessibility of our goods, services, and facilities. Your comments help us improve accessibility at Sonora Foods.

Accessible formats and communication supports will be made available upon request to enable all customers to provide feedback in a manner that meets their needs. To request an alternate format or support, please contact *Aliah Khan, Director of Operations & People Strategy* at 416-644-9625 ext. 1235, or by email: [akhan@sonorafoods.ca](mailto:akhan@sonorafoods.ca).

If negative feedback or a complaint is received, Sonora Foods will take all reasonable measures to resolve the issue to prevent future occurrences. Where the customer's contact information has been provided, the company will respond to the complainant to explain the measures that have been taken to correct the issue.

Date: \_\_\_\_\_ (mm/dd/yyyy)

I am:  An employee  A visitor  A customer  Other: \_\_\_\_\_

Were you satisfied with the accessibility of our service, goods, and facilities?

- Yes
- No
- Somewhat

Why or why not?

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Did you experience any barriers to accessing our goods, services, or facilities?

- Yes
- No
- Somewhat

If yes or somewhat, please explain.

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Do you have any recommendations to make accessing our goods, services, or facilities easier for people with disabilities?

- Yes
- No

If yes, please explain.

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Additional comments:

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### Contact Information

You are invited to provide your contact information to enable the company to follow up regarding your feedback. This is entirely optional. Your contact information will be kept confidential, and secure and will be used for the sole purpose of responding to your feedback.

Name: \_\_\_\_\_

Preferred contact method:    E-mail    Phone    Other.

Contact information:

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