



Customer Service Feedback Form

The Accessibility for Ontarians with Disabilities Act (AODA) ensures that all workplaces implement Customer Service Standards to ensure that their goods and services are accessible to individuals with disabilities. Virtual High School is committed to removing barriers and improving accessibility for persons with disabilities in order to allow equal opportunity to access our goods and services. Your feedback will help us identify where changes should be considered and ways that we can improve how we deliver our services to students, parents, and other individuals with disabilities.

Please complete the following feedback form and submit it through fax or email. Verbal feedback can also be provided via telephone. All contact information is listed below.

Please tell us the date of your visit to our website or date of your customer service interaction.

Date: _____ Form of Interaction: _____
(EX: telephone, email, in person, etc.)

1. Were you satisfied with the customer service we provided you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

3. Did you experience any problems accessing our goods and services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

Contact Information:

Please email this completed document to Kim Loebach and/or call the telephone number below with any additional feedback you may have about your customer service experience with VHS.

Kim Loebach, HR Generalist

Telephone: 1-866-679-9377 ext. 310

Fax: 1-519-565-4100

Email: Kimberley.Loebach@VirtualHighSchool.com

www.virtualhighschool.com