

<b>STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Accessibility Standards	SPP No.	<b>AS 2.01A</b>
Section:	Customer Service	Issued:	Sept. 15, 2011
Subject:	<b>Customer service policy on providing goods and service to people with disabilities</b>	Effective:	
Issue to:	All manual holders	Page:	10 of 10
		Replaces:	<b>New</b>
Issued by:	Conrad Turner	Dated:	

**ATTACHMENT B  
FEEDBACK FROM CUSTOMERS WITH DISABILITIES**

1) Was the customer service provided:

- a) timely      yes     no       c) respectful      yes     no
- b) courteous      yes     no       d) adequate      yes     no

Comments

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2) How can we improve the service?

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Name

Date

Action Taken:

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Name

Date