

WMKL Accessibility Feedback Form

At WMKL, we strive to improve accessibility for all our valued clients. Comments on the manner in which we provide services to our clients with disabilities are welcomed and appreciated. Thank you for taking the time to share your feedback with us.

Once you have completed this form, you may submit your feedback by any of the following methods:

- i) **Email** - by emailing the feedback form as an attachment to accessibility@wmlca.com
- ii) **Standard Mail** - by printing the form and mailing to the following address:
Wormald Masse Keen Lopinski LLP
Attn: AODA Contact Person
P.O. Box 1600
344 Lake Street
St. Catharines, Ontario
L2R 7J9
- iii) **In Person** - by visiting the address above and dropping off the form at the reception area (copies of this form are available from our receptionist by request)

You may also **phone our office at 905-937-7777** and ask to speak with our AODA Contact Person. When phoning our office or visiting in person, you may request a WMKL staff member to complete and submit the feedback form on your behalf.

Form Completed By (only if WMKL staff filling out form on behalf of client):

WMKL Staff Member's Name: _____

Date of Visit: _____

Did the service WMKL provide you with meet or exceed your expectations for accessibility?

Yes Somewhat No

Comments:

Identify what, if anything, WMKL could have done to make it easier for you to access our services.

Please turn over for additional information.

Please provide us with any additional comments you may have:

Would you like someone from WMKL to provide a response to your feedback?

Yes No

If yes, please indicate how you would like to be contacted:

Email Phone Standard Mail

Contact Information

Name:

Address:

Phone Number:

Email:

For clients who wish to receive a reply to their feedback, the AODA Contact Person will respond as soon as possible, within seven (7) business days after your feedback has been received.