

West Carleton

Family Health Team

Accessibility Feedback Form

Thank you for using the services of the West Carleton Family Health Team. We value our clients and welcome feedback on the accessibility of our goods, services, and facilities. Your comments help us improve accessibility at West Carleton Family Health Team.

Accessible formats and communication supports are 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 our Executive Director via our Accessibility email address at accessibility@wcfht.ca

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

Date: _____

Location of experience (if applicable): _____

I am:

An employee A visitor A patient Other: _____

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

- Yes
- No
- Somewhat

Why or why not?

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

- Yes
- No
- Somewhat

If yes or somewhat, please explain.

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

- Yes
- No

If yes, please explain.

Additional comments:

Contact Information

You are invited to provide your contact information to enable us 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. The organization retains all feedback and contact information for a minimum of 5 years

Name: _____

Preferred contact method: E-mail Phone Other. Please specify: _____

Contact information:

Please send your completed form by mail or email to:

West Carleton Family Health Team
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Ottawa (Carp), Ontario K0A 1L0
accessibility@wcfht.ca