



## ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM

### Providing Goods and Services to People with Disabilities

Pointe West Golf Club is committed to providing high quality goods and services to all members of the public. Feedback from the public is welcomed as it assists Pointe West Golf Club in identifying any areas that may require change.

Please tell us the date and time of your visit. \_\_\_\_\_

Staff Member or Department you visited. \_\_\_\_\_

Did we respond to your customer service needs today?

\_\_\_\_\_

Was customer service provided to you in an accessible manner?

- Yes  
 Somewhat (please explain below)  
 No (please explain below)

Please add any other comments you may have:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did you have any problems accessing our goods and services?

- Yes (please explain below)  
 Somewhat (please explain below)  
 No

Please add any other comments you may have:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Information (optional):

\_\_\_\_\_

Forms may be submitted in the following manners to the Attention of the Administration Office:

- (a) Mail addressed to: 200 Golfwood Drive, Amherstburg, Ontario N9V 3T4
- (b) In person at: 200 Golfwood Drive, Amherstburg
- (c) Email to: [sherry@pointewestgolf.com](mailto:sherry@pointewestgolf.com)

Feedback will be responded to within five (5) business days of its receipt by the Club. For more information, please contact the Administration Office at (519)736-8623 or, by visiting the Club website at [www.pointewestgolf.com](http://www.pointewestgolf.com)