



**Turkstra Lumber Company
Accessible Customer Service Feedback Form**

In fulfilling our Mission and supporting our Values, Turkstra Lumber Company Limited is committed to ensuring our services are provided in a way that respects the dignity and independence of people with disabilities. We will ensure all customers are provided the same opportunity to access and enjoy the same benefits of our products and services.

In an effort to meet and maintain this commitment and to serve our customers in a fully accessible way, please provide us with your feedback on our services by completing this form or by inquiring about alternate feedback methods.

Please tell us the date and time of your visit:

Date: _____ Time: _____

Who were you interacting with (store staff or yard staff) and at what location:

Did we respond to your customer service needs?

Was our service provided to you in an accessible way?

Yes No

Other:

What could Turkstra Lumber Company do to make it easier for you to access our services?

Please share with us any additional comments or suggestions you may have:

Please provide us with your contact information below if you wish to be contacted.

Name: _____

Address: _____

Date Time Telephone #: _____

My preferred method of contact is:

Mail Phone E-mail

All Accessible Customer Service Feedback Forms will be directed to Human Resources.

To submit your Accessible Customer Service Feedback Form please choose one of the following options:

- In person at any store location
- By phone to our Human Resources Department at 905.388.8222
- By fax to 905.388.9891
- In writing to the attention of our Human Resources Department at 1050 Upper Wellington St. Hamilton, ON. L9A 3S6
- By email to the attention of our Human Resource department: hr@turkstralumber.com
- Turkstra Lumber will acknowledge all feedback received and advise the person providing feedback of any actions taken by Turkstra Lumber in response to the feedback.

Thank you.