

Accessibility for Ontarians with Disabilities Act (AODA) Notice on the Feedback Process

Dear Valued Customers,

W.S. Tyler strives to provide our products and services in a manner that is accessible to all of our customers, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all customers.

The ultimate goal of W.S.Tyler is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

W.S. Tyler will provide customers the opportunity to provide feedback on the service provided to them. Our AODA policy and feedback forms are available on our website (www.wstyler.ca) or can be verbally conveyed by contacting the Human Resources Department at (905) 688-2644, ext. 1240.

Please assist us by completing the attached AODA Customer Feedback form. All customers will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Thank you,

Human Resources Department
W.S. Tyler Canada