



Accessibility Standards for Customer Service (Ontario Regulation 429/07).  
Feedback Form

Hy-Grade proudly provides its services in accordance with regulation 429/07; Accessibility for Ontarians with Disabilities Act (AODA). Our policies, practices, procedures, and feedback forms are available upon request in a suitable format along with feedback procedures. Please email [accessibility@hygraderoofting.com](mailto:accessibility@hygraderoofting.com)

Please tell us some details for your feedback/complaint

Name of Customer \_\_\_\_\_ Date \_\_\_\_\_

Nature of Complaint \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Names of people involved \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Description of what happened \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Location of Incident \_\_\_\_\_

Time of Day \_\_\_\_\_

Were any steps taken at that time to resolve the situation

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

You may submit your feedback by:

Email: [accessibility@hygraderoofting.com](mailto:accessibility@hygraderoofting.com)  
Standard Mail - by printing this form and mailing it to:  
2 Airpark Place  
Guelph, Ontario  
N1L 1B2

Complete only if you'd like to be contacted back

Name \_\_\_\_\_  
Phone number \_\_\_\_\_  
email \_\_\_\_\_