

ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM

Viking Pump of Canada's Accessible Customer Service Policy is intended to meet the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to our customers.

Viking Pump of Canada will make every reasonable effort to ensure its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity. Customers wishing to provide feedback on this policy are encouraged to complete this onsite customer feedback form (on reverse), or choose an alternate method, such as verbally (in person or by telephone) or written (handwritten, delivered, fax, website or email). We value all of our customers and strive to meet their accessibility needs. We welcome your comments to assist us with monitoring and improving our services.


Please submit this form and/or direct all feedback to:

Linda Nitz

Accounting Manager
661 Grove Avenue, Windsor Ontario, PO Box 398
Telephone - (519) 256-5438 ext.4254
Facsimile – (519) 256-5070
E-mail - lnitz@idexcorp.com
Website – www.vikingpumpcanada.com

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

We appreciate your time and your suggestions. If you have any questions or concerns about this policy or its related procedures, please do not hesitate to contact us.

	EMPLOYEE POLICIES & PROCEDURES	
TITLE: Accessible Customer Service Feedback Form		
ISSUE DATE: 12/15/2011	AUTHORIZED BY: Derrick Goddard General Manager	REVISION NO: N/A

Please tell us the date, time and location of your visit/interaction:

Did you have any problems accessing our goods/services? Yes No
If yes, please explain:

Was our customer service provided to you in an accessible manner? Yes No
If no, please explain:

Please tell us how we could have served you better:

If you wish to be contacted by representative, please provide your information (optional):

Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your request.