

SCHEDULE "A"

Customer Service Accessibility Comment Form

The Canadian Cosmetic, Toiletry and Fragrance Association is committed to providing high quality service and will strive to meet the needs of all its valued members, members of the public and other third parties. We welcome your comments to help us monitor and improve our services and your experiences. You may contact us by phone at (905) 890-5161, extension 226 or in writing as follows:

Please submit your completed form to:

Mail or deliver to:	Fax to:	E-mail to:
Canadian Cosmetic, Toiletry and Fragrance Association 420 Britannia Road East, Suite 102 Mississauga, ON L4Z 3L5 Attention: Human Resources Department	905-890-2607	dkwinter@cctfa.ca

Please tell us the date and time of your contact with us: _____

Did we respond to your customer service needs in an accessible manner as set out in *Ontario Regulation 429/07* entitled the *Accessibility Standards for Customer Service*?

Yes No (Please explain below)

Please provide details of your Customer Service experience:

If you wish to be contacted by a staff person, please provide your information:

Your full name	Phone number (day)	Phone number (evening)
Address		E-mail address

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. Information provided is subject to all applicable legislation. Questions should be directed to: Human Resources, Canadian Cosmetic, Toiletry and Fragrance Association, 420 Britannia Road East, Suite 102, Mississauga, Ontario, L4Z 3L5. You will receive a response within 10 days from the date upon which this form is submitted to the CCTFA.

CCTFA INTERNAL USE ONLY

Date received	Person reviewed by	Date Action taken
Action taken		