



## **Accessible Customer Feedback Procedure**

### **Procedure:**

Yogen Früz takes the position that the customer service and information offered by our company will be provided in a manner that respects the dignity and independence of persons with disabilities. Yogen Früz has a process designed to facilitate the collection and response to all customer feedback, including feedback related to the provisions of goods and service to customers with disabilities.

### **Scope:**

This procedure applies to all Yogen Früz employees as well as any individuals or third party companies who are dealing with the public, or other third parties on behalf of Yogen Früz.

### **Feedback Methods:**

The following methods are available to provide feedback to Yogen Früz on the provisions of foods and services to customers with disabilities:

1. Email – [aoda@yogenfruz.com](mailto:aoda@yogenfruz.com)
2. Telephone – (905) 479-8762 (Hours: Monday to Friday 9:00am to 5:00pm EST, voicemail available at all other times)
3. Fax – (905) 479-5235
4. In person at individual locations
5. Mail to Head Office – 210 Shields Court, Markham, ON L3R 8V2

Yogen Früz values the feedback it receives from customers, and all feedback will receive a response as quickly as possible, in the method requested by the customer.

Yogen Früz will not disclose personal information of customers other than that which is required to address feedback and inquiries.