



Customer Feedback Process

Tepperman's welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers, employees and other visitors to our premises who wish to provide feedback on the way Tepperman's provides products and services to individuals with disabilities can do so in a manner deemed most convenient to them, such as:

- In person, by verbally discussing their concerns with staff or management
- By telephone, contacting the Human Resources Department
- In writing, by completing a Customer Feedback Form
- Using other electronic method(s), such as emailing a Customer Feedback Form

Feedback should be directed to the:

Director of Human Resources

2595 Ouellette Avenue, Windsor, Ontario, N8X 4V8

Phone: (519) 969-9700 ext.1488 or Toll-free: 1 (800) 265-5062

Email: hr@teppermans.com

Website: www.teppermans.com

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted and can expect to be contacted within three (3) business days. Complaints will be addressed according to Tepperman's regular complaint management procedures. Tepperman's will log all feedback from customers and address concerns promptly.

Tepperman's will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.