



UNIVERSAL MUSIC CANADA

Customer Service Feedback Form

Universal Music Canada (“UMC”) is committed to excellence in serving all customers including people with disabilities. Your feedback is important to us and will help UMC to better assist you in accessing our services.

Date of Visit: _____ **Time of Visit:** _____

What was the purpose of your visit?

Was the service provided to you in an accessible manner?

YES SOMEWHAT NO

If “No” or “Somewhat”, please explain:

Did you have any problems accessing our goods or services?

YES SOMEWHAT NO

If “No” or “Somewhat”, please explain:

Please provide any other comments/suggestions you may have:

Would you like to be contacted regarding your feedback? YES NO

If yes, please provide your contact information:

Full Name: _____

Mailing Address: _____

Telephone Number: _____

Email Address: _____

Contact me by: Telephone Email Mail

Email: UMCHumanResources@umusic.com

Telephone: 416-718-4000

Mail or In-Person drop off:

Attention: Vice President, Human Resources
2450 Victoria Park Avenue, Suite 1
Toronto, ON, M2J 5H3

UMC understands that persons with disabilities may require other methods other than standard print to access information. If you require us to process your feedback in a different format, please contact Human Resources as outlined above.

FOR OFFICE USE ONLY

Date Feedback received: _____ Received by: _____

Follow Up required: Yes No Date of Follow Up: _____

Action Plan required: Yes No

If yes, what action was taken: _____
