

Feedback Process



Supply Ontario is committed to providing the highest standards of service to its clients, and to providing its goods, services or facilities in an accessible manner to persons with disabilities. To these ends, Supply Ontario welcomes feedback about the manner in which it provides goods, services or facilities, including to persons with disabilities, and feedback about the feedback process itself.

Supply Ontario will ensure these feedback methods are accessible to persons with disabilities. This includes the option to provide feedback, and obtain a response to that feedback, through an alternate method and/or with communication supports upon request.

Feedback may be provided by:

1. using the [form on our Contact Us page](#);
2. sending mail to:
Supply Ontario
200 Front St W, Suite 800
Toronto, ON M5V 3K2

If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it.

Upon receiving feedback, Supply Ontario will:

- Record and acknowledge the feedback within two (2) business days
- Escalate to the appropriate department lead
- Request additional information if required
- Share a detailed response in the format requested (or the most appropriate format where no request was made) within 15 days of initial contact
- Give reasons for Supply Ontario's response, information or decision provided

If we are unable to resolve your issue within 15 days, we will let you know why along with information about next steps and estimated timelines.