



## Customer Feedback Process [AODA]

### Feedback Process

The Company welcomes feedback on the accessibility of its services. Feedback can be submitted in person, by phone, in writing, or electronically. All feedback will be reviewed, and individuals providing feedback will receive a response where appropriate. Complaints will be addressed in a timely and respectful manner.

Customers, employees, and other visitors to our premises who wish to provide feedback on the way La-Z-Boy of Southern Ontario provides products and services to individuals with disabilities can do so

1. In person, by verbally discussing their concerns with staff or management; or
2. By telephone, contacting the Human Resources Department; or
3. In writing, by e-mail to the Director of Human Resources; or
4. In writing by completing the Customer Feedback Form (*Appendix "A"*)

Individuals who provide feedback and their contact information will receive an acknowledgement within five (5) business days. Where concerns or complaints require further review, La-Z-Boy of Southern Ontario will communicate the next steps and any resulting actions, as appropriate. Complaints will be addressed through the Company's complaint management procedures. The Company will log all feedback received and address concerns promptly.

| Director of Human Resources & Administrative Services |                                                                                      |
|-------------------------------------------------------|--------------------------------------------------------------------------------------|
| Phone                                                 | 905-569-1961 x 0705                                                                  |
| Email                                                 | <a href="mailto:customer.care@lzbdecor.com">customer.care@lzbdecor.com</a>           |
| Address                                               | La-Z-Boy Home Furnishings & Décor<br>1220 Brant St. #4<br>Burlington, Ont<br>L7P 1X8 |

### Accessible Feedback and Public Availability

La-Z-Boy of Southern Ontario provides or arranges for accessible formats and communication supports, upon request, to enable persons with disabilities to submit feedback and receive responses. This includes assistance accessing or completing the Customer Feedback Form.

We will consult with the person making the request to determine a suitable accessible format or communication support. These arrangements will be provided in a timely manner that takes the person's accessibility needs due to disability into account, at no additional cost.

To request an accessible format or communication support, please speak with staff or management at any of our locations, call 905-569-1961 ext. 0705, or email [customer.care@lzbdecor.com](mailto:customer.care@lzbdecor.com).

This Customer Feedback Process is publicly available on our website and at our locations. Copies are available upon request, including in accessible formats or with communication supports. We notify the public of these options through our website and notices at our locations.