



DEVRY SMITH FRANK *LLP*
Lawyers & Mediators

YOUR FEEDBACK IS IMPORTANT

AODA - Accessibility Standards for Customer Service, O Reg 429/07

Dear Clients,

DSF offers clients with the opportunity to provide feedback on the service provided to clients with disabilities.

Clients can submit feedback to DSF by:

- Contacting a DSF lawyer or a staff member in person
- Calling 416-449-1400
- Mailing a letter or a Client Service Feedback Form to

Mimi Stellino, HR Manager
95 Barber Greene Road, Suite 100
Toronto, Ontario, Canada
M3C 3E9

- Emailing info@devrylaw.ca
- Leaving a message on our website at <http://www.devrylaw.ca/>
- Using any other methods that are preferred by a client.

Clients who provide formal feedback by completing the Client Service Feedback Form will receive an acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted within 10 business days.

Thank you.

Devry Smith Frank *LLP*