

6. What action did you take on the problems identified in Question 5?

- | | |
|---|--|
| <input type="checkbox"/> Contacted the Certification Body | <input type="checkbox"/> Contacted someone else for help |
| <input type="checkbox"/> Contacted CanadaGAP | <input type="checkbox"/> Filed an appeal |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Did nothing |

7. If you took action, was the issue resolved to your satisfaction? Yes No

Please explain:

Communication

8. If you contacted CanadaGAP, did you get the information you needed? Yes No

Please explain:

9. How else do you access information about CanadaGAP? (*Check all that apply*)

- Read the communiqués
- Use the Frequently Asked Questions (FAQs) on the CanadaGAP website
- Use the "Search" function on the CanadaGAP website
- Ask someone else (e.g., neighbour, consultant, grower association, etc.)
- Other: _____

10. CanadaGAP communiqués are:

- | | | | |
|--------------------------|------------------------------|-----------------------------|------------------------------------|
| Easy to understand | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Sometimes |
| Too long | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Sometimes |
| Relevant to my operation | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Sometimes |
| Too frequent | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Sometimes |

- I don't read the communiqués

11. Please identify yourself – *your privacy will be maintained:*

Your name: _____

Your operation: _____

Name of your auditor(s): _____

Thank you for taking the time to share your experience with us! *Please return your survey to:*

CanadaGAP Program, 245 Menten Place, Suite 312, Ottawa Ontario, K2H 9E8

Fax: 613-829-9379 or email info@canadagap.ca