

Customer Service Policy Statement

Moffet & Duncan Architects Inc. strives to provide our goods and services in a way that respects the dignity and independence of all people. We are committed to giving people with disabilities the same opportunity to access our goods and services as other customers.

As we are located in an older building, our office is not accessible to people who are unable to negotiate several steps however, since we serve mainly institutional and commercial clients, the majority of our interactions with our clients occur at their offices or at project work sites. We are happy to meet with potential clients at the location of their choosing.

We welcome support workers and service animals and will endeavour to accommodate any special needs to the best of our ability. Please feel free to contact us to discuss your needs.

Privacy Policy Statement

Moffet & Duncan Architects Inc. respects the privacy of individuals. We collect personal information only as required for the provision of our services. We are committed to acting responsibly in the collection, use and disclosure of personal information.

As Moffet & Duncan serves mainly institutional and commercial clients, the amount of personal information we collect is minimal. Typically, the information we collect is related to business only. Moffet & Duncan will collect, use, or disclose personal information only with the individual's knowledge and consent, except in rare circumstances, as permitted by law, where this would be inappropriate.

Additional Information on our Policies

Anyone having a question about our policies, seeking clarification of the purpose of a policy, or wishing to read a policy in its entirety, may contact our office manager, Ms. Silvia Almeida, in the manner of their choosing.

Moffet & Duncan Architects Inc.
5052 Dundas Street West
Toronto, Ontario M9A 1B9

Telephone: 416-239-2775

Email: salmeida@mdarch.ca or mdarch@mdarch.ca