

AODA Feedback and Customer Service Complaint Form

The Accessibility for Ontarians with Disabilities Act (AODA) requires that all public sector organizations have in place a formal process to receive feedback or complaints regarding accessible customer services. Please contact the service area directly and submit this form or the Clerk's Division who handles the AODA legislation requirements at:

100 Dissette Street, Unit 7 and 8, P.O. Box 100, Bradford Ontario, L3Z 2A7.

Telephone (905) 775-5366

Fax (905) 775-0153

Email Accessibility@townofbwg.com

Requestor Information

Date submitted: _____ Date of occurrence: _____

Name: _____

Telephone Number: _____

Email Address: _____

Feedback or complaint information

Department(s) you received service from _____

Please explain if you were able to receive the information/service you needed. Please explain any barriers you faced while trying to access the information/service.

Please describe any physical barriers you may have experienced at a Town facility.

Please let us know if you have any additional information, comments or suggestions regarding the delivery of accessible customer services

Personal information on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56, as amended. Inquiries about the collection of personal information should be directed to the Municipal Clerk.