



# Feedback Form (AODA)

F-02-06  
Rev NR  
Dated 0318

The **A**ccessibility for **O**ntarians with **D**isabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario.

It is the intent of all personnel representing J/E Bearing and Machine Ltd. to provide information to all persons accessing our goods and services in a format that would assist them in their decision-making process. We are committed to providing quality services that are accessible to all and we will make every reasonable effort to ensure our policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.

Feedback regarding the way J/E Bearing and Machine Ltd. provides goods and services to people with disabilities can be made by email, mail, telephone, or in person. All feedback will be directed to the President of J/E Bearing and Machine Ltd. Customers can expect to hear back in five business days. If it is not possible to resolve the issue/inquiry during that time, the acknowledgement will outline what steps are being taken and whether there will be further response.

Date of Visit: \_\_\_\_\_ Time of Visit: \_\_\_\_\_

Please outline in detail the nature of your concern including the names of all individuals involved.

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Was our customer service material provided to you in an accessible manner? YES  NO

If no, please explain:

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Did we respond appropriately to your customer service needs today? YES  NO

If yes, please explain:

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**Please provide us with your contact information below:**

*(Any personal information is collected pursuant to Ontario Regulation 429/7, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)*

**Full Name:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone #:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

**Thank you for your feedback.**

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**J/E Bearing and Machine Ltd. Contact Information:**

Email: [joev@je-bearing.com](mailto:joev@je-bearing.com)

Telephone: 519-842-8476 / Fax: 519-842-2217

Mail: 68 Spruce Street, Tillsonburg, Ontario, N4G 5V3

**FOR OFFICE USE ONLY**

Date Feed Back Received: \_\_\_\_\_

Received By: \_\_\_\_\_

Action and Follow Up:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date of Follow Up: \_\_\_\_\_