**Customer Service – Accessibility Feedback Form**

Thank you for visiting Anova. We are committed to providing accessible customer service for persons living with disabilities.

Our Accessibility Coordinator is responsible for receiving, tracking and sharing all accessibility-related feedback with appropriate business areas. In addition to using the “Accessibility Feedback Form”, you may submit your feedback about accessibility using any of the following methods:

**On-line**: Please submit the online version of our Feedback Form by completing in full and clicking the "Submit" button

**In Person, we have five office locations**:

Admin Office: 3rd Flr-255 Horton St E, London, Ontario N6B 1L1

Wellington: 101 Wellington Rd, London, Ontario N6C 4M7

Clarke: 450 Clarke Rd, London, Ontario M5W 6H1

Second Stage: 1416 Ernest Ave, London, Ontario N6E 3R3

Mine 101: 900 Oxford St E, London, Ontario N5Y 5A1

**In Writing**: 255 Horton Street, London, Ontario N6B 1L1

**By Phone**: 519 642 3003 extension 2227. TTY users can use the Bell Relay System by phoning **711**

**By Email**: service@anovafuture.org

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| --- | --- |
| Which Anova location did you visit? |  |
| Time and date of your visit? |  |
| What was the purpose of your visit? |  |
| Which department were you accessing? |  |
| Did you request accommodation? | Yes | No |
| Was the service provided to you in an accessible manner or format? | Yes | No |
| Did you encounter any barriers or difficulties accessing services?  | Yes | No |
| Did we respond to your customer service needs? | Yes | No |
| Please provide the details of your customer service experience: |

|  |  |  |
| --- | --- | --- |
| Do you wish to be contacted about your customer service experience? | Yes | No |
| First Name: | Last Name: |
| Street Address: |
| City: | Prov: | Postal: |
| Home Phone: | Mobile Phone: |
| Email Address: |

Anova will respond to your feedback within 10 business days outlining action(s) to be taken.

Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your comments or request.