



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

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.