



London  
CANADA

# Accessibility Complaint and Feedback

The City of London is committed to providing accessible service. We welcome your comments to help us monitor and improve our services to serve you better. Please submit your completed form to any of the following.

Mail or deliver to:  
Melanie Stone  
City of London  
P O Box 5035  
300 Dufferin Avenue , 5th Floor  
London, ON N6A 4L9

Fax to:  
519 661-2367

E-mail to:  
[accessibility@london.ca](mailto:accessibility@london.ca)

Please tell us the date and time of your contact with us: \_\_\_\_\_

Was our customer service provided to you in an accessible manner?  Yes  Somewhat  No *(Please explain below)*

Please provide the details of your customer service experience.

If you wish to be contacted by a staff person, please provide your information:

Your full name		Day telephone number	Evening telephone number
Address		E-mail address	
Date Submitted	Name of person submitting request (if different than above)		

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 request. This form is available in alternate formats upon request. Questions should be directed to the Melanie Stone, Municipal Policy Specialist (AODA), at 519 661-2489 extension 2425.

## For City of London use only

Request number	Received by (name)	Referred to (name)	Date referred
Comments			