

Accessible Customer Service Feedback Process

At Elections Ontario, we are committed to putting the needs of electors first by providing electoral services that facilitate access to voting and that respect the dignity and independence of all Ontarians. This document outlines our accessible customer service feedback process, as required by the *Accessibility for Ontarians with Disabilities Act*.

We accept feedback in any of the following ways:

- Email: info@elections.on.ca
- Phone: 1-888-668-8683
- TTY: 1-888-292-2312
- Fax: 1-866-714-2809
- Mail
- In person at head office
- Website feedback forms

All feedback will be processed within 24 hours, as outlined below:

1. You will receive confirmation of your feedback;
2. Your feedback will be forwarded to the appropriate division for review and response;
3. You will receive a response in the same manner in which you provided your feedback; and
4. You will be notified if your feedback requires additional time to assess.

Please visit our website at elections.on.ca to learn more about our commitment to accessibility, including the [accessible services we offer](#) and our [multi-year accessibility plan](#).