Our Commitment:

In fulfilling our mission, Avenue Collision do our best at all times to provide its products, goods and services in a way that respects the dignity and independence of people with disabilities.

We are also dedicated to giving people with disabilities the same opportunity to access our Products, goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as all other participants.

Support Persons:

Support people are allowed to accompany the person with a disability anywhere the person is going on our premises. This includes those who require the service of service animals as well.

Emergency Evacuation Procedures:

If you require accommodation in the event of an emergency evacuation, please notify the Front office receptionist or the person you are meeting with during your visit at our facility.

Feedback Process:

Our goal is to meet and surpass expectations while serving clients with disabilities. Comments on our products, goods and services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Avenue Collision provides products, goods and services to Accessible feedback and alternate formats can be arranged upon request:

Contacting us via email at: info@avenuecollision.com

- Clients/customers will be responded to within 5 business days
- All information will remain confidential and will be directed to management

Accessible Customer Service Policy:

- A copy of Avenue Collision AODA Policy is available upon request. Please

Contact us at: 416-923-8031 or via email: info@avenuecollision.com

Questions about our AODA Policy:

- This policy seeks to achieve service excellence to participants with disabilities.
- Our compliance report is also available upon request