



Ombudsman Contact Form

Making a Complaint to the Office of the Ombudsman:

You may refer your complaint in writing to this office, once you have received a final response from 407 ETR in accordance with the dispute resolution process.

In order to assist you with your complaint, we require the following information:

Contact/Account Information:

Title: _____

Name: _____

Address: _____

Telephone Contact number: _____

Account number(s): _____

Licence Plate(s) and/or Transponder Id(s): _____

Complaint Information:

The date your complaint began: _____

*Complaint Summary: _____



The response given by 407 ETR (please include any response from the organization):

List any previous adjustments received on your account, if any:

Your requested resolution:

If you have any questions, please contact the Ombudsman's office by phone at (905) 264-4485 or email at Ombudsman@407etr.com

Submit your complaint by:

Mail: Office of the Ombudsman
407 ETR
6300 Steeles Ave. West
Woodbridge, ON L4H 1J1

Fax: (905) 264-4486 **Email:** Ombudsman@407etr.com

*Please be sure to include your supporting documents to facilitate and expedite in our investigation.