
Montair Aviation Accessibility Plan Feedback Process

General

The *Accessible Canada Regulations* require us to publish a description of our feedback process. Your feedback is important and necessary.

Our feedback process description explains the way we want people to send us feedback.

You can use our process to provide your feedback on:

- Barriers that our employees, clients, contractors and the general public experience or see
- How Montair is implementing our accessibility plan

Feedback can also be provided on:

- Suggestions on how we can remove the barriers that have been identified
- Our accessibility plan
- Our feedback process

Feedback should be sent to our **Accessibility Coordinator**

You can send your feedback by email, phone, mail, social media or our feedback form using the contact information listed below. You can also choose to send your feedback anonymously.

We will acknowledge receipt of your feedback in the same way you sent us your feedback, unless the feedback was provided anonymously. This will be sent to you within 30 days of receipt, if you provide your contact information. We will acknowledge receipt of the feedback and, if able, provide an update on how we will use the information. We may ask you to provide additional information so that we are sure that we have understood your feedback clearly.

Feedback received through our social media accounts will be forwarded to our Accessibility Coordinator for collection, review and response as required.

Any feedback received by phone will be transcribed into a written records and the content confirmed with the contributor before being given to the Accessibility Coordinator.

If you would like to visit us in person to provide feedback, please come into our office and ask for the Accessibility Coordinator (Monday to Thursday, 9am to 3pm only).

You can also contact us to ask for a copy of our accessibility plan and our feedback process description in **alternate formats**. You can request these in print, large print, Braille, audio or an electronic format that is compatible with adaptive technology.

We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

How can we be contacted?

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|-----------------------|---|
| Email: | accessibility@montairaviation.com |
| Phone: | +1 (604)-465-8825 or +1 (866) 975-6668 (press "0" for Dispatch) |
| Mail: | #160-18799 Airport Way, Pitt Meadows, BC V3Y 2B4 |
| Online Feedback Form: | https://formurl.com/to/acc-feedback |
| Social Media: | Please post your request or comment and this will be passed on to the Accessibility Coordinator who will respond. |

Office hours are normally 9am to 4pm, 7 days per week, except public holidays.

Feedback can be provided by phone in American Sign Language by using a Video Relay Service.

What will we do with the feedback we receive?

It will be used to:

- Present to our internal working group for review
- Help identify barriers so that we can investigate ways to reduce or remove them
- Update our annual progress reports
- Develop new accessibility plans as required by regulations
- Improve our feedback process

All documents related to your feedback including paper documents, photos and electronic attachments will be stored at our offices and our secure company computer system for 7 years.