

Accessibility Feedback Process – IP4B

OBJECTIVE

IP4B is committed to receiving and reviewing feedback on accessibility barriers related to its activities, if these elements fall within its organizational control.

CONTACT INFORMATION FOR PROVIDING FEEDBACK

Individuals may submit their comments or questions about accessibility in one of the following ways:

- By email: admin@ip4b.ca
- By phone: 514-444-4742, ext. 3204

SCOPE OF THE PROCESS

Feedback may include:

- IP4B communications;
- The digital tools used by the organization;
- The accessibility of the documents provided by IP4B;
- Any other accessibility-related matters within the scope of IP4B's activities.

ACKNOWLEDGEMENT OF RECEIPT AND RESPONSE TIME

IP4B acknowledges receipt of any feedback received in the same format as this one, except in the case of anonymous feedback.

IP4B aims to provide a response within a target of fifteen (15) calendar days of receipt of feedback. When the nature of the request requires additional time, the person will be informed as soon as possible.

ANONYMITY AND CONFIDENTIALITY

Feedback can be provided anonymously. When personal information is provided, it is used only for the purpose of processing feedback and is treated confidentially.

ALTERNATE FORMATS

IP4B does not provide alternative formats for equipment sold or rented. However, when required, the organization may provide explanatory materials in accessible formats, where possible.

CONTINUOUS IMPROVEMENT

Feedback received through this process may be used to identify reasonable and proportionate areas for improvement to IP4B's activities.

PUBLICATION FORMAT

This process is published in accessible PDF format.