

## Feedback Process Description

You can use our feedback process to provide your feedback on;

- Barriers when dealing with your organization; and
- How you are implementing your accessibility

Feedback can also be provided on:

- How you can remove the barriers that have been identified;
- Your accessibility plan; and
- Your feedback process

Please send your feedback to our Human Rights Department

You can send your feedback by email, phone or mail using the contact information listed below. You can also 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.

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

We will use the feedback we receive to examine our accessibility plan, meet with our health and safety committee and look at any shortcomings that have been brought up. The feedback given will help us with the preparation of our next progress report.

### Contact Us:

Email: [lindsay@whiteoaktransport.com](mailto:lindsay@whiteoaktransport.com)

Phone: 905-643-9500 ext 240

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