



ACCESSIBLE ACT

FEEDBACK PROCESS

At IHR TÉLÉCOM, we are committed to meeting the needs of our customers with disabilities. As part of our continuous improvement approach and in accordance with the Accessible Canada Act, we are making available an accessible feedback process which allows such customers to ask questions, submit comments, or file complaints concerning accessibility issues.

Please send your feedback by:

Mail to:

Josée BOUCHER
Paralegal
8 Frère André Boulevard
Mont-Saint-Grégoire
Quebec, J0J 1K0

Phone at: 450-346-4140, extension 314

Email at: josee@ihrtelecom.com

Online Form

Rest assured, your feedback can be submitted anonymously. Please use our online form to submit your comments.

Should you choose to supply your contact information as well as other personal information as part of the feedback process, you agree that Développement Innovation Haut-Richelieu collect, use, and disclose this information in order to respond to your feedback and improve its services.

Methods in use for receiving and processing feedback

By email and online form: an automated response will be sent to acknowledge receipt of feedback.

By phone: Feedback submitted by phone will be processed directly by our team members responsible for such issues and they will personally confirm having taken note of it.

By mail: If contact information was supplied, a notification of receipt will be sent to the address supplied.

Use of feedback:

Your feedback will be used to:

- Enhance our efforts related to accessibility.
- Identify issues that would require immediate action.
- Prepare our progress reports concerning accessibility which are published regularly, between accessibility plans.

Some comments or questions may not require a direct response or immediate follow-up. However, all feedback received will be taken into consideration and be referred to in our future accessibility plans.

Once again, we thank you for helping us improve accessibility to our services and achieving our goals.

Sincerely,

The **IHR TÉLÉCOM** team.