

# **Accessibility Feedback Process**

## Your feedback is welcome

Your feedback will help Deloitte identify and remove barriers to Accessibility. We welcome your feedback on our Accessibility Plan and all accessibility matters at Deloitte.

This document describes Deloitte's accessibility feedback process and includes the following information:

- How to provide feedback
- What you can expect in response to your feedback
- How to submit anonymous feedback
- What we do with your feedback
- Request an alternate format

## How to provide feedback

You can request alternate formats, provide accessibility feedback on our Accessibility Plan and all accessibility matters at Deloitte by contacting our Accessibility Team using any of the following methods:

- Email: [caaccessibilityteam@deloitte.ca](mailto:caaccessibilityteam@deloitte.ca)
- Telephone: 416-643-8942
- Mail: Accessibility Team – ATTN: Carole Mendonca, 8 Adelaide Street West, Suite 200 Ontario M5H 0A9

Canadians who are deaf, hard of hearing or speech impaired can register with [Canada VRS](#), a free service, to make phone calls. Canada VRS callers are connected to a sign language interpreter who provides real-time interpretation for the call.

## Responding to your feedback

We will respond to all feedback received, except for feedback submitted anonymously.

We will respond to you in the same way you contacted us.

We will acknowledge feedback in a timely manner in accordance with the timelines described below. Finding answers to more complex questions can take time. If this is the case for your feedback, we will still follow up to acknowledge your feedback and let you know what we are doing.

- Email feedback: We will respond by email within 5 business days.
- Telephone feedback: We will respond by phone within 5 business days.

- Feedback by mail: We will respond by mail within 10 business days following the receipt of feedback, plus the delivery time.

## **How to submit anonymous feedback**

Anonymous feedback can be provided by mail or by email (as long as the email address used is generic and does not identify any personal information or a personal signature).

If you wish to provide anonymous feedback:

- Do not provide your name or other identifying information when you submit your feedback (for example, your email address or phone number)
- Do not include your return address on the envelope if you send feedback by mail

## **What we do with your feedback**

- We analyze feedback for trends and patterns. We don't identify individuals in our reports.
- The only time your feedback will be connected to you is when you request a personal response from our Accessibility Office.
- The feedback received will be used to identify, eliminate and prevent barriers to accessibility, inform our annual accessibility progress reporting, and enhance future consultations processes.

## **Request an alternate format**

You can request an alternate version of our feedback process, accessibility plans or progress reports by email at [caaccessibilityteam@deloitte.ca](mailto:caaccessibilityteam@deloitte.ca) or telephone 416-643-8942.

Formats available:

- print
- large print (larger and clearer font)
- braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- audio (a recording of someone reading the text out loud)
- electronic formats that are compatible with specialized technology