# Instructions and template for a feedback process description

The template is designed to help you prepare your organization’s feedback process description to meet your obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). You are not required to use this template.If anything in this template conflicts with the ACA or ACR, the text of the ACA and ACR prevails. You can find more information on our website: [feedback process descriptions](https://www.accessibilitychrc.ca/en/feedback-processes).

The template indicates all the content that your feedback process description must include (this is reflected as **“*required******content***”). In some places, the required content is set out in sample text. This has been done to help you prepare your organization’s feedback process description. The template also recommends additional content to encourage feedback that may help you remove barriers and improve your accessibility plan or feedback process (**“*recommended content*”** content). You don’t have to include the recommended content, but we encourage you to consider including it.

**Additional ACA regulations:** In addition to following the ACR, some organizations must follow other ACA regulations:

* Organizations operating in the [federal transportation network](https://otc-cta.gc.ca/eng/publication/accessible-transportation-complaints-a-guide#Jurisdiction) that are required to follow any **Canadian Transportation Agency** (CTA) accessibility regulations or certain regulations made under the Canada Transportation Act, must also follow the CTA’s Accessible Transportation Planning and Reporting Regulations. To learn about those regulations and who must follow them, [contact the CTA](https://otc-cta.gc.ca/eng/contact-us).
* Broadcasting and telecommunicationsorganizations must also follow the **Canadian Radio-television and Telecommunications Commission** (CRTC)’s Accessibility Reporting Regulations. For information about those regulations and who must follow them, [contact the CRTC](https://crtc.gc.ca/eng/contact/).

If your organization must follow two ACA regulations, you can choose to prepare a separate feedback process description under each regulation or prepare one feedback process description that meets the requirements of both regulations that apply to you. Read our [guidance](https://www.accessibilitychrc.ca/en/publications/aca-notification-requirements-organizations-are-subject-two-regulations) on this topic to learn more.

**Remember:**

* Although it is not required, it is recommended that you take the **principles** in [section 6 of the ACA](https://laws-lois.justice.gc.ca/eng/acts/A-0.6/section-6.html) into account when preparing your feedback process description.
* You must write your feedback process description in **simple, clear and concise language** (“plain language”). That means language that is easy to read and understand. Avoid using technical terms and jargon. Read ESDC’s [Guidance on simple, clear and concise language](https://www.canada.ca/en/employment-social-development/programs/accessible-canada-regulations-guidance/language.html) to learn more.
* If you decide to include your feedback process description in your accessibility plan, ensure that your feedback process description meets all of the applicable ACA and ACR requirements. Additionally, you must ensure that your accessibility plan clearly identifies the feedback process description using an appropriate heading. You must also provide a hyperlink, from your home screen or homepage to the feedback process description contained in your accessibility plan. For more information about publishing your feedback process description, see [Publishing Your Documents](https://www.accessibilitychrc.ca/en/publication-requirements).
* You mustnotify the Accessibility Commissioner within 48 hours of publishing your feedback process description. You should do this through [My Accessibility Portal](https://www.accessibilitychrc.ca/en/my-accessibility-portal). Your notification must include:
* The URL address of your feedback process description
* The hyperlink to the URL address, or
* The mailing address(es) of your business(es) where you have displayed a printed copy of your feedback process description.

## **Template for a Feedback Process Description**

***(******Required content)*** You can use our feedback process to provide your feedback on:

* barriers when dealing with your organization; and
* how you are implementing your accessibility plan.

***(Recommended content)*** feedback can also be provided on:

* how you can remove the barriers that have been identified;
* your accessibility plan; and
* your feedback process.

***(Required content)*** Please send your feedback to our ***(Required: position title of the person at your organization who is responsible for receiving accessibility-related feedback****. Example: customer service manager*).

***(Required content)*** 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.

***(Required content)*** 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 days. (***Insert the deadline that applies******to your organization****: 15 days if you are a government organization or a private organization with 100 or more employees, OR 20 days if you are a private organization with less than 100 employees*).

***(Required content)*** a detailed description of how you will use the feedback you receive.

We will use the feedback we receive to:

(**Examples**: produce a “what we heard” report, present it to an internal working group and identify next steps, including obtaining additional feedback; use all the feedback to help you prepare your progress report and next accessibility plan)

### **Contact us:**

***(Required******content)*:** contact methods must include email, phone, mail and any other means that you use to communicate with the public (for example, social media).

* Email:
* Phone: (*include a 1-800 number if your organization has one*)
* Mail (address of your publicly accessible business):

* ***(Recommended content)*** Teletypewriter (TTY) *(if applicable)*:
* ***(Recommended content)*** Video relay service (VRS): [Canada VRS](https://srvcanadavrs.ca/en/)