

Feedback process

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

- Obstacles in dealing with the organization;
- How the accessibility plan is implemented.

Feedback may also be provided on:

- How to remove the obstacles that have been identified;
- The accessibility plan;
- The feedback process.

Please send your comments to the Human Resources department who is responsible for receiving accessibility-related feedback. You can send your comments by email, phone or mail using the contact information below.

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You may also submit your feedback anonymously. We will acknowledge your feedback in the same manner in which you provided it, unless it was provided anonymously.

You may use the contact information above to request a copy of our accessibility plan and description of our feedback process in the following alternative formats: print, large print, braille, audio or electronic format compatible with adaptive technologies intended to assist persons with disabilities. We will provide you with the format you request as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take 15 days.

We will use the feedback we receive to:

- Produce a feedback follow-up report;
- Determine next steps in terms of accessibility;
- Get additional feedback;
- Prepare the progress report and the next accessibility plan.

Contact us**Head office**

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Free of charge: 1 877 762-2620

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