

## **ACCESSIBLE FEEDBACK POLICY**

Sharp Bus Lines Limited is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

### **Feedback**

We ensure our feedback process is accessible by providing or arranging for the provision of accessible formats and communication supports, upon request. It is important to us that our customers who require accessible formats of communication are able to access quality customer service through a method that works for them. Accessible formats currently available for customers to provide feedback or complaints include:

- Online web form
- In writing (letter)
- By telephone
- By email

For all feedback, including complaints, the customer will be responded to in their preferred method, to ensure there are no barriers to communication or to customer service. For online inquiries, the customer will have the option to state their preferred method of follow up, to ensure that there are no barriers to communication or to customer service.