



Accessibility Feedback Form

The [Accessible Canada Act](#), as well as [ACOA's Accessibility Action Plan](#), clearly indicate that the Agency has a duty to develop and implement a system to receive, and respond to, feedback from employees and clients on any issues relating to accessibility, or a lack thereof. As such, the Agency has developed a process that any ACOA employee or client can use to report any barrier(s) to accessibility and/or suggestions for improvement. All information reported will be kept confidential.

Provide as much detail as possible regarding the issue that's creating a barrier to accessibility

Type of barrier (check all that apply)

- Physical/architectural (e.g. a door knob, ramp, elevator, washroom)
- Technological (e.g. software/hardware applications, web content related)
- Attitudinal (e.g. language choice, bias, time accommodation, transcripts)
- Information and communication (e.g. alternative text, website, documents, sign language interpretation, screen reader, procurement)
- Employment (e.g. processes, posters, assessment tools, communications)
- Systemic (e.g. exclusion from events, policies, procedures)
- Employment (e.g. process, poster, assessment tool, communications)
- Other (please specify) _____

Provide a description of the situation to help us understand the issue

Provide your contact information (Optional. If shared, your information will be kept confidential and will be used only so that we can report back to you on the situation.)

Once you have completed the form, you should save it and then email it to accessible@acoa-apeca.gc.ca, or you can also mail it to:

Accessibility Coordinator
ACOA Head Office
644 Main Street
P.O. Box 6051
Moncton, N.B.
E1C 9J8

If you provided your contact information, an accessibility coordinator will get back to you within 15 days. Thank you for your patience.