



# Accessibility feedback process at Employment and Social Development Canada

Your feedback will help Employment and Social Development Canada (ESDC) identify and break down accessibility barriers. Provide feedback on [ESDC's Accessibility Plan](#), your experience of our accessibility, or any other matter related to accessibility. Find out how we'll use your feedback.

## Alternate formats

The following formats of this feedback process description are available on demand. You can [order online](#) or call 1 800 O-Canada (1-800-622-6232). If you use a teletypewriter (TTY), call 1-800-926-9105.

- large print
- print
- braille
- MP3 (audio)
- e-text
- DAISY


## Feedback you can submit

You can submit feedback on the ESDC Accessibility Plan or the barriers you experience when dealing with ESDC.

The *Accessible Canada Act* defines a barrier as:

“...anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

We welcome your feedback on the accessibility of our:

- services
  - offices
  - call centres
  - websites
- 



## How to submit feedback

There are various way you can submit your feedback.

### Submit anonymous feedback

If you want to provide anonymous feedback:

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

### Privacy of your feedback

Your feedback will not be associated with your name. We will share it only with those ESDC employees directly involved in improving accessibility at ESDC.

### Ways to submit your feedback

#### Online

- Submit your feedback using our [online form](#)

#### Email

- [EDSC.ACCESSIBLE-ACCESSIBLE.ESDC@hrsdc-rhdcc.gc.ca](mailto:EDSC.ACCESSIBLE-ACCESSIBLE.ESDC@hrsdc-rhdcc.gc.ca)

#### Telephone

- 1-866-506-6806 (toll-free and video relay service)
- 1 800-465-7735 (toll-free teletypewriter)

#### Mail

Centre of Expertise for Accessible Client Service  
Floor 3 Mail Drop 318  
140 Promenade du Portage  
Gatineau QC K1A 0J9

## What we do with your feedback

We will use your feedback to improve accessibility at ESDC. We may address some feedback right away, or use it to develop our accessibility plans.

You can consult our [Personal Information Collection Statement](#).





## **If you want a response**

We will acknowledge all accessibility feedback we receive, except feedback that is sent anonymously.

