

1. Purpose of the Feedback Process

Swift-Net.Ca is committed to identifying, preventing, and removing barriers to accessibility in accordance with the **Accessible Canada Act (ACA)**. This feedback process enables employees, customers, and members of the public to:

- Share feedback about barriers they experience when interacting with Swift-Net.Ca.
 - Suggest improvements related to accessibility.
 - Inquire about the accessibility of our services, facilities, or communications.
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2. Feedback Channels

Swift-Net.Ca accepts feedback through the following **accessible methods**:

Method	Details
Email	accessibility@swift-net.ca
Phone (Voice)	Toll-free: 1(866) 667-2375
Mail	Swift-Net.Ca Accessibility Feedback Box 40 Marshall, SK S0M 1R0
In Person	Feedback can be provided at our service centers (see website for hours and accessible locations)

Alternative formats (e.g., Braille, large print, audio) are available upon request.

3. Receiving and Acknowledging Feedback

- Feedback may be **anonymous**. If contact information is provided, Swift-Net.Ca will **acknowledge receipt** of feedback within **5 business days**.
 - Feedback will be documented and directed to the **Accessibility Officer** or designated representative for review and action.
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4. Responding to Feedback

- If a response is requested and contact information is provided, Swift-Net.Ca will respond within **15 business days**.
 - Responses will be provided in the **format requested**, whenever possible.
 - The response will describe:
 - Actions taken or to be taken
 - Reasons if no action is taken
 - Timelines for further updates, if applicable
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5. Protecting Personal Information

All feedback will be handled in accordance with the **Privacy Act** and relevant **privacy laws**. Personal information will not be disclosed without consent.

6. Record Keeping

Swift-Net.Ca will maintain a **log of feedback received**, including:

- Nature of the feedback
- Accessibility barriers reported
- Actions taken
- Timeframes
- Response details (if applicable)

This log will be reviewed regularly to identify trends and areas for improvement.

7. Reporting and Continuous Improvement

Feedback will be used to inform:

- The development and updates of Swift-Net.Ca's **Accessibility Plan**
- Accessibility initiatives and training
- Improvements in customer service and service delivery

An **annual summary of feedback and actions taken** will be published as part of our **progress report** under the ACA.

8. Contact Us (Accessibility Officer)

Accessibility Officer

Swift-Net.Ca

Phone: 1(866) 667-2375

Email: accessibility@swift-net.ca

Website: www.swift-net.ca/accessibility