



Description of Feedback Process

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DESCRIPTION OF FEEDBACK PROCESS

GENERAL INFORMATION

The Senior Project Coordinator, Accessibility, is responsible for leading accessibility initiatives for the Library of Parliament. They oversee the Library's accessibility plans, progress reports, feedback process and other accessibility initiatives.

The Senior Project Coordinator is responsible for receiving identified and anonymous feedback on behalf of the Library. They also respond to any inquiries related to accessibility initiatives at the Library and provide alternate formats of documents upon request. In some instances, for example, when feedback is submitted in person, a Library employee will gather the feedback and submit it to the Senior Project Coordinator on behalf of the individual.

Feedback may be submitted anonymously or otherwise through the following channels:

1. [Accessibility Inquiries and Feedback Form](#)
2. [Email](#)
3. [Mail](#)
4. [Phone](#)
5. [In person](#)
6. [Social media](#)

The Library will acknowledge all inquiries and feedback received by identified individuals through the same means by which they were received.

A. FEEDBACK TRACKING AND RETENTION

The Library will track relevant information and details about the feedback, including the date of receipt, the feedback channel, a description of the feedback and whether it was identified or anonymous.

The Library will keep an electronic copy or recording of the feedback or inquiry for seven years following the publication of the progress report detailing the feedback/inquiries received. For identified persons providing feedback, the Library will also keep an electronic copy of the correspondence or written summary of discussions between the person and the Senior Project Coordinator.

B. FEEDBACK ANALYSIS AND PROCESSING

The Senior Project Coordinator will review all feedback and will consult within the Library and with partner organizations as required to address the feedback. Depending on the situation, potential solutions may be shared with the person providing feedback to identify the best solution for persons with disabilities. Once identified, the solution will be implemented by the appropriate team or individuals. When appropriate, persons with disabilities will be invited to test the solution to ensure it addresses the feedback received.

The Library aims to remove barriers as quickly as possible but, depending on the solution required, timing for full implementation may vary. For identified feedback, the Senior Project Coordinator will inform the person providing feedback of the steps being taken throughout the process and will identify when the barrier has been removed.

C. REQUESTS FOR ALTERNATE FORMATS

Requests for alternate formats of this document can be made using any of the above-mentioned channels. In accordance with the [Accessible Canada Regulations](#), alternate formats will be sent to the requester as soon as possible but, in the case of printed documents, large print documents and electronic formats, no later than 15 days following receipt of the request, and in the case of Braille or audio versions, no later than 45 days after receipt of the request.

FEEDBACK CHANNELS

(Back to [General Information](#))

A. ACCESSIBILITY INQUIRIES AND FEEDBACK FORM

Identified or anonymous feedback, as well as inquiries, can be submitted using the Accessibility Inquiries and Feedback Form. The form can be found on the Library's public website and on its intranet sites for clients and employees. The submitted form will be sent directly to the Senior Project Coordinator for processing.

An acknowledgement of receipt summarizing the feedback or inquiry and seeking clarification if needed will be sent to within two business days. Only feedback received from identified individuals will be acknowledged.

B. EMAIL

Feedback and inquiries can be submitted by email at LopAccessibleBdP@parl.gc.ca. Emails cannot exceed 20 MB in size, including attachments. Attachments can be of the following file types: PDF, JPEG, TIFF, PNG and documents from the MS Office Suite.

An acknowledgement of receipt will be sent automatically following receipt of the email. A more detailed message summarizing the feedback or inquiry and seeking clarification if needed will follow within two business days. Only feedback received from identified individuals will be acknowledged.

C. MAIL

Feedback and inquiries can be submitted by mail to the following address:

Senior Project Coordinator, Accessibility
Library of Parliament
Ottawa, Ontario
K1A 0A9

An acknowledgement of receipt summarizing the feedback or inquiry and seeking clarification if needed will be sent within two weeks plus standard mail delivery times. Only feedback received from identified individuals will be acknowledged.

D. PHONE

Feedback from identified or anonymous individuals, as well as inquiries, can be submitted by phone by leaving a message at 613-947-7333. The line is direct with no navigation options menu. An electronic copy of the voicemail will be sent through email to the Senior Project Coordinator.

If the person leaving a message provides a call-back number, the Senior Project Coordinator will contact them within two business days. The Senior Project Coordinator will fill out the Accessibility Inquiries and Feedback Form on behalf of the person over the phone to allow for better tracking and retention of the feedback or inquiry. Only feedback received from identified individuals will be acknowledged.

E. IN PERSON

Members of the public can provide feedback or make inquiries in person at the Library's Tour Desk in either the Senate of Canada Building or the House of Commons.

Parliamentarians and their staff can provide in-person feedback or make inquiries at any of the Library's branches or to any Library employee.

Library employees can provide in-person feedback or make inquiries at the Library's Tour Desk in either the Senate of Canada Building or the House of Commons, at all Library branches, and by contacting the Senior Project Coordinator directly.

Any Library employee receiving in-person feedback or inquiries must fill out the Accessibility Inquiries and Feedback Form on behalf of the person and submit the form to the Senior Project Coordinator for processing.

An acknowledgement of receipt summarizing the feedback or inquiry and seeking clarification if needed will be sent within two business days. Only feedback received from identified individuals will be acknowledged.

F. SOCIAL MEDIA

Feedback and inquiries can be submitted through the Library's social media accounts ([Twitter](#) and [LinkedIn](#)).

An acknowledgement of receipt will be posted within two business days and, if required, users will be redirected to another feedback channel in order to receive a more detailed response than can be provided in the limited space of the social media platform. If the feedback or inquiry is received via private message, it will be treated in the same way as an [email](#).