

Durham Radio Inc.

Accessibility Feedback Process

Durham Radio Inc. (DRI) welcomes your feedback on any accessibility barriers that you may have encountered in dealing with DRI or your feedback on the manner in which DRI is implementing its [Accessibility Plan](#).

The [Accessible Canada Act](#) (ACA) 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."

The person at DRI responsible for receiving feedback is the Accessibility Officer.

Feedback can be general or specific, but providing more details such as the date, the name of the webpage, application or activity involved, may make it easier for us to understand your concerns.

Feedback can be sent by

Mail

Accessibility Officer
Durham Radio Inc.
207-1200 Airport Blvd.
Oshawa, Ontario L1J 8P5

Telephone

905-571-0949 from Monday to Friday, 8:30 a.m. to 2:00 p.m. (Eastern Time)

Email

privacy@powerofradio.ca

Online webform

[here](#)

Personal information remains confidential unless the person consents to its disclosure.

Anonymous Feedback

Individuals providing feedback can provide personal information and contact information, but they do not have to. If you wish to submit feedback anonymously the online webform is method to do so. That way we will not see any of your contact information, such as a phone number or email address.

Find the webform [here](#).

Acknowledgement of Feedback

Acknowledgement of receipt will be sent for feedback received by email and webform. Feedback provided through telephone calls involves direct interaction with a DRI employee and therefore the employee will acknowledge receipt of the feedback. For feedback received by mail, if contact information is provided, an acknowledgement letter will be mailed to the address provided.

How feedback will be used

Feedback will help DRI continuously improve our accessibility efforts. Some feedback may not require a direct response or immediate follow-up, and some may highlight issues that need to be addressed right away. However, all feedback received will help DRI develop its future accessibility plans and it will help us know how we are progressing towards our accessibility goals. The feedback we receive will be taken into consideration when we write our accessibility progress reports, published in the years between accessibility plans.