

## **Feedback Collection and Handling Process**

### **Fairchild Radio seeks feedback on providing accessible broadcasting and services to all**

Fairchild Radio has established the Accessibility Committee in 2022 to create and execute accessibility policies, as well as collecting feedback and providing assistance to persons with disabilities. The Accessibility Committee is comprised of Program Director (in charge of Programming Content Accessibility), News Director (in charge News Content Accessibility), Promotion Director (in charge of Digital Accessibility), Human Resources and Office Administration Director (in charge of Employment Equity and Facilities Accessibility), as well as other staff who are essential in improving Fairchild Radio's accessibility.

Fairchild Radio will publish its Accessibility Plan on June 1, 2023. Your feedback is needed to help us identify the barriers that need to be overcome, and how we can provide accessible broadcast and services to all.

### **Feedback Process**

Once a feedback is collected online or by phone, a representative of the Accessibility Committee will review the feedback and take action to resolve the issue in a timely and efficient manner. If necessary and if the feedback provider is willing to be contacted, the representative may contact the feedback provider to gather more details or to provide the assistance needed.

The feedback as well as the solution (or lack of) will be shared with the Accessibility Committee members for review purposes. If the problem cannot be solved right away, or if it is a recurring problem, the Accessibility Committee will keep the feedback on file and address it in its regular meetings. Some of the feedbacks and their solutions may be included in Fairchild Radio's annual Accessibility Progress Report.