

Halifax International Airport Authority

Feedback Process
for Accessibility

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May 1, 2023

Halifax International Airport Authority (HIAA) Accessibility Feedback Process **Description of the Feedback Process**

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Designated Person to Receive Feedback

At Halifax International Airport Authority (HIAA) we have a comprehensive plan to receive feedback from the public. The person responsible for receiving this feedback for the airport is our Community and Customer Relations Coordinator.

How Can Feedback Be Submitted to HIAA

There are multiple ways to submit feedback to us, as listed on the Halifax Stanfield website under the “Contact Us” tab.

These ways include:

- A Phone Call, via the provided local phone number and toll-free number
- A Fax, via the provided local fax number
- An Email, via the provided email address
- A Message, via the provided customer feedback form
- A Letter, via the mailing address provided
- A Voice to TTY, via the toll-free number provided
- A TTY to Voice, via a code provided
- A Message, via any social media platform that is used by the airport; these include Facebook, Instagram, Twitter, and LinkedIn

Anonymous Feedback

There are options to provide feedback anonymously to us here at HIAA; specifically anonymous feedback can be submitted via a letter or a phone call with blocked caller ID. Since this feedback is anonymous, it cannot be responded to; however, it will be reported in the process described below.

Acknowledgement of Feedback

The process to provide the acknowledgement of feedback is conducted by the Communications and Marketing Department and ensures that when any form of feedback is offered, the acknowledgement will be provided in the same manner of which it was received. Thus, if written communication is received, there will be a written response returned, unless the feedback has been provided anonymously; in that case, no response can be provided.

This acknowledgement ensures that a person knows their feedback has been received, and if there is an actionable item, they will be informed of how and when that will be followed up with them.

If the feedback is received via a phone call, the feedback acknowledgement will be interactive and immediate, unless a different department needs to respond to the phone call. If that is the case, the department receiving the phone call will be responsible to forward the contact to the appropriate department, and in a timely manner, check back to ensure that the follow up call was made, and issues have been addressed and resolved.

It is important to note that all feedback received will be acknowledged even when it is received from individuals who have not travelled through Halifax Stanfield, persons with disabilities, and organizations representing persons with disabilities.

What to Do with Feedback

When feedback is received, we will contact the appropriate departments, airline partners, or ground handlers to ensure that it is properly processed. As stated above, the individual who provided the feedback will be kept informed of the outcomes.

Publication of Feedback Process

This description of the process for receiving feedback is published in clear, simple language; as we own and manage our digital platform, we will keep it up to date and ensure it is electronically published on our website. The description of the feedback process is accessible via a hyperlink on the home page of our website.

This will be included with the Accessibility Plan and meet the requirements of Level AA conformance with WCAG version 2.0.

It is also important to note that the feedback process is available in both English and French.

Date of Publication

A description of this feedback process will be published on the same day that the Accessibility Plan will be published. Subsequent updates to the plan, or progress reports, will coincide with updates to the feedback process and ensure that it is also published.

Updated Feedback Process

If we need to update the feedback process, outside of these time frames, we will provide a new version as soon as feasible, in the same manner as noted above.

Notice to the Agency

Once the publication of the description of feedback is complete, we will notify the CTA by email, or other electronic means, within 48 hours of the publication. When this notice is sent, it must include a hyperlink to the URL of the description or updated description.

Note that this notice of the publication submission will be sent directly to:

otc.reprta-atprc.cta@otc-cta.gc.ca

Alternate Formats

Form and Manner of Request

It is our responsibility to make the description of feedback process available to any person who requests it in the following alternative formats:

- Print format
- Large print format
- Braille
- Audio format, or
- Electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities

In all instances of providing the description of feedback process upon request, we will be sure to clarify with the person requesting it, what they specifically require, regarding font sizes, or text style, etc.

Response Time

This provision will be carried out as soon as feasible after the request is received. The timeline for provisions will be no later than:

- Braille and audio format: 45 days after request is received
- Any other format: 15 days after the request is received (based on HIAA's class 2 designation as per ACA)