

Bulletproof IT Feedback Process

This document outlines Bulletproof IT's feedback process re: required by the Canadian Radio-television and Telecommunications Commission

Introduction

Bulletproof IT welcomes your feedback on any accessibility barriers that you may have encountered in dealing with Bulletproof IT or your feedback on the way we are implementing our 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 Bulletproof IT responsible for receiving feedback is the **Accessibility Champion**.

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 Champion
Bulletproof InfoTech Inc.
11, 7711-50 Ave
Red Deer AB T4P 1M7

Telephone

1 800 842 9452 ext. 7504 from Monday to Friday, 830am to Noon and from 100pm to 4pm Mountain Time.

Email

crtc@bulletproofIT.ca



Online Webform

[Contact Form](https://bulletproofit.ca/contact-bulletproof-it/) - <https://bulletproofit.ca/contact-bulletproof-it/>

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 may be the best method to do so. That way we will not see any of your contact information, such as a phone number or email address.

Acknowledgement of Feedback

Automatic acknowledgement of receipt will be sent for feedback received by email and webform. Feedback provided through telephone will involve direct interaction with a Bulletproof IT 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 Bulletproof IT 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 us develop our future accessibility plans and it will help us know how we are progressing towards our accessibility goals.

