

## **Maitland Conservation Accessibility Feedback Process**

If you experience an accessibility issue related to our services, events or communication materials please let us know. An accessibility feedback form is available on our website ([mvca.on.ca](http://mvca.on.ca)). The form is also available by contacting the Administration Centre in Wroxeter.

- 1) A completed form, or the information requested on the form, can be provided to Maitland Conservation in any manner that is convenient including:
  - in-person at our Administration Centre located at 1093 Marietta St., Wroxeter. If the office is closed when you arrive there is a drop box at the front door.
  - by mail to: Communications Coordinator – Maitland Conservation, Box 127, Wroxeter ON N0G 2X0
  - by phone or voice mail at 519 335 3557 extension 226
  - by text to 519 357 6670
  - by email to [jthompson@mvca.on.ca](mailto:jthompson@mvca.on.ca)
- 2) All feedback, regardless of how it is received, will be reviewed by the General Manager – Secretary Treasurer and the relevant Service Area Coordinator or Supervisor. All feedback and complaints will be used solely to improve our customer service.
- 3) Where possible (if contact information is provided) Maitland Conservation will acknowledge receipt of the feedback or complaint within 1 week of receiving it. Clients can expect to receive a response within 30 days. Recommendations to address feedback or complaints will be prepared by the relevant Service Area Coordinator or Supervisor and reviewed by the General Manager – Secretary Treasurer. These recommendations and corresponding timelines for implementation can be conveyed in any manner that is convenient for the client.
- 4) If the issue cannot be resolved at this time the information provided to the client will outline why this is the case.
- 5) Do you need this document or the feedback form in an alternate format? Let us know and we'll work with you to provide appropriate accessibility support.

*November 14, 2024  
To be reviewed: September 2025*