



Description of Feedback Process and Contact Information


To stand by our Universal Accessibility Policy and its commitments, particularly “Listening to You,” this plan was developed with the feedback from various stakeholders. We continue to listen to you and welcome your comments on this plan, our feedback process, our progress reports, or any other issue you encounter.

Our feedback process is easy. Simply share your comments, anonymously or by including your name and contact information, through any of the following channels:

- calling **1-888 VIA-RAIL (1 888 842-7245)** or TTY **1 800 268-9503** for people who are D/deaf, deafened, or hard-of-hearing;
- commenting in the form on the website at **viarail.ca/en/contact-us**, or **viarail.ca/fr/nous-joindre**;

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- emailing us at customer_relations@viarail.ca or relations_clientele@viarail.ca;
 - sending us a message through one of our social media platforms: [Facebook](#), [Twitter](#), or [Instagram](#);
 - mailing us at:

Customer Relations Officer
VIA Rail Canada Inc.
CP/PO BOX 8116 SUCC CENTRE-VILLE
Montréal (Québec) H3C 3N3

Our Customer Relations Officer will acknowledge receipt of your feedback and follow up with you (if not anonymous) directly to take the appropriate actions.

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Alternative Formats

You can use any of the methods of communication above to request this plan, a description of our feedback process, or our progress reports in a print, large print, Braille, or audio format. If you communicate using sign language, you can contact us by using the [Canada Video Relay Service \(VRS\)](#) and our phone number above.

Delivery Time Frames for Alternative Formats

We will provide our accessibility plan, a description of our feedback process, and our progress report to you as soon as feasible, but, at the latest, 45 days after the day on which the request was received, in the case of a request for a document in Braille or audio format; or in the case of a request for a document in any other format, 15 days after the day on which the request is received.