

Accessible Feedback Process

We will ensure all attendees - including persons with disabilities—can provide feedback about the church’s services, facilities, and accessibility, and receive a timely, respectful response.

People may provide feedback about:

- Accessibility of facilities (e.g., entrances, washrooms, seating)
- Church services (in-person or online)
- Communication methods (sermons, signage, website)
- Staff or volunteer interactions
- Any barriers experienced

People may request for the church to respond using any of the following accessible formats and communication supports:

- Microsoft Word Document
- MP3 Audio File
- In person staff assistance – texting or email
- Other requests may also be made and the church will make every effort to respond in a way that is accessible to the individual.

Individuals may provide feedback using one of the following methods:

In Writing:

- Email forward@forwardchurch.ca

Verbal

- Speak with a staff member or volunteer
- Phone call to the church office

How Feedback Will Be Handled

- All feedback is directed to a designated staff member (e.g., Office Administrator or Accessibility Lead)
- Feedback is reviewed respectfully and without bias
- If the issue relates to accessibility barriers, it is prioritized

Response Timeline

- Acknowledgement of feedback: within 2–3 business days
- Full response (if requested): within 10 business days

Responses will:

- Address the concern raised by consulting with the requestor in a timely manner that considers the person's accessibility needs due to disability.
- Outline any actions taken (or planned) at a cost that is no more than the regular cost charged to other persons.
- Be provided in an accessible format upon request

Confidentiality

- Personal information will be kept confidential unless disclosure is required to investigate or take action. Anonymous feedback is also accepted.

Availability of the Process

- This feedback process will be:
 - Posted on the church website
 - Available in print at the reception desk of the church office
 - Provided in accessible formats upon request

Continuous Improvement

Feedback will be:

- Reviewed regularly by leadership
- Used to identify and remove barriers
- Incorporated into accessibility planning and staff training

Availability of the Policy

This policy will be:

- Available to the public upon request
- Provided in accessible formats upon request