

Accessibility Feedback Form

Mohawk College Accessibility Feedback and Complaint Form

Mohawk College is committed to the ongoing process of making our campuses welcoming and more accessible for our students, staff, faculty, and visiting community members. We are dedicated to meeting the standards outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and through College policies, practices and procedures aim to be consistent with AODA's principles of independence, dignity, integration and equality of opportunity. In order to meet our accessibility goals, we welcome input, feedback, concerns, complaints and/or compliments related to accessibility (and barriers) on our campuses.

All feedback, concerns, complaints and/or compliments collected through this form is directed to The Director & Special Advisor Equity & Inclusion. If you would like a response or follow-up to your inquiry or complaint, please be sure to include your contact information when filling out the form. Responses to your feedback will be provided via the method selected (email, phone, postal mail, etc.) within 5-7 business days and for postal mail 10-14 business days after the form is received.

Your contact information is not mandatory to provide input, feedback, concerns, complaints and/or compliments, and anonymous feedback is welcome.

Confidentiality:

The College will make every effort to maintain confidentiality of all persons providing input, feedback, concerns, complaints and/or compliment regarding accessibility at Mohawk College.

The College will restrict access to all information provided in through this form, and processes related to responding to accessibility feedback, concerns or complaints, to individuals with a legitimate need for such information.

However, confidentiality cannot be assured in circumstances where:

- It is determined that a risk to an individual or the College Community exists.
- Instances where reporting is required by law.

In such circumstances, information will only be shared with services necessary to prevent harm.

Accessibility Feedback Form

Name: _____

Email: _____

Student Number (optional): _____

Phone Number: _____

Campus: _____

Campus Area of Concern:

Facilities and Physical Space/Barriers
(e.g. broken elevator, door operators,
service desk height, etc.)

Academic/Learning/Universal
Design for Learning (UDL)

Practices On-campus

Events

Campus Security

Campus Parking

Athletics

Customer Service Experience

Food Services

Accommodations

Other

If you selected "Other," please specify:

Please provide a detailed description of your complaint, concern or feedback. Be sure to include the location and the date the incident occurred:

If you require a response to the provided input, feedback, concerns, complaints and/or compliment, please indicate how you would like to be contacted (using the information you provided above):

Phone

Email

Postal Mail (Address for response by mail:)

Additional ways to provide feedback, concerns, complaints and/or compliments:

CONTACT THE ACCESSIBILITY COORDINATOR:

Accessibility@mohawkcollege.ca
905 575-1212 extension 4717

PRINTED COPIES OF THE ACCESSIBILITY FEEDBACK AND COMPLAINT FORM ARE AVAILABLE AT:

- Social Inc. (G112- Fennell Campus)
- Accessible Learning Services
- The Square (Fennell, Stoney Creek & IAHS)

COMPLETED ACCESSIBILITY FEEDBACK AND COMPLAINT FORMS CAN BE PRINTED AND MAILED TO:

Mohawk College
135 Fennell Ave W. | Hamilton, ON | L9C 0E5
Attention: Director & Special Advisor Equity & Inclusion

Note: *If you require urgent or immediate support (e.g. broken elevator), please contact Security.*

FENNELL CAMPUS

905-575-2003 (or 905-574-5111),
or via campus assistance phones

STONEY CREEK CAMPUS

905-575-1212 ext. 5035

Thank you for taking the time to complete this form!