

ACCESSIBILITY FEEDBACK PROCESS PLAN

May 2024

AIRFRANCE 

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FEEDBACK PROCESS

1. INTRODUCTION

Air France outlines the feedback process per the regulations governing accessible transportation plans and reports, as stipulated by Canadian law, including the regulation on accessible transportation for people with disabilities (SOR/2019-244).

The procedure encompasses the specific channels provided for individuals with disabilities to report instances of non-accessibility.

This process serves as a supplement to the existing customer support options already in place.

2. FEEDBACK PROCESS

Individuals who wish to provide feedback regarding any Air France service, including the website, and various stages of the customer journey (departure, onboard, or arrival), can do so using one of the options described in paragraph 3.

Please note that an acknowledgment of receipt will be sent for each feedback submitted if contact details were provided along with the request. Feedbacks posted anonymously will be taken into account but will not receive an acknowledgment of receipt.

3. FEEDBACK AND CONTACTS

All feedback should be sent to the below options to the attention of:

AIR FRANCE

- To the contact : Legal & Regulatory Affairs Manager
- By email: mail.accessibilite.accessibility.ca@airfrance.fr
- By mail: Air France KLM
Montreal Succ. B
C.P. 34
Montreal, Quebec
H3B 3J5
- By phone: +1 833 665-7030 / Toll-free number in Canada
- By completing a form available on request at Canadian airports (Accessibility Feedback Form)
 - On the website, in the footer, in the section "Accessibility policy":
<https://www.airfrance.ca/en/information/legal/atpdr-regulations>
 - with an option in "Contact Us", for feedback concerning the Air France website:
<https://www.airfrance.ca/en/contact/special-assistance/feedback-special-assistance>

To ensure a prompt and accurate response, we kindly request feedback submitters to provide as much information as possible, including the date of the observation, the flight details, and the specific stage of the journey that is being addressed.

4. ACKNOWLEDGEMENT OF RECEIPT AND RESPONSE TIME

Upon submission of feedback, an acknowledgment of receipt will be sent to the depositor, if contact details have been provided.

We will respond to the contact details provided within the chosen or utilized means of communication, per the depositor's preference.

Our response time adheres to the regulatory requirements, ensuring a reply within 15 days from the receipt of the request.

5. CONFIDENTIALITY

To ensure confidentiality, Air France does not respond to accessibility-related requests received through social media platforms.

We would like to inform you that as a European company, Air France adheres to Regulation EU2016/679, of the European Parliament and of the Council of April 27, 2016, for the protection of individuals about the processing of personal data and the free movement of such data, and repealing Directive 95/46/EC, commonly known as the General Data Protection Regulation (GDPR). Additionally, Air France also complies with the Personal Information Protection and Electronic Documents Act (PIPEDA) in Canada.

ANNEX



Accessibility Feedback Form

This form allows you to send us any difficulties or suggestions regarding accessibility.

Language Preference : English

*For the french version please fill in the other page of this document
(Pour la version française veuillez renseigner l'autre page du document)*

Are you the passenger? : yes no

Flight number : _____ Date : _____

Name : _____ Surname : _____

Describe the issue and provide comments:

SAMPLE

Do you want us to contact you? No Yes

Indicate your preferred method: Email, Telephone, or address :

It can be given in Canada to an agent of the Company, in each of the airports where Air France or KLM operate. Apart from these airport stations, the form can be sent by post or scanned and sent by email.

- By post mail :
AIR FRANCE
Industry Affaires Expert
Montreal Succ. B
C.P. 34
Montréal, Québec
H3B 3J5 CANADA
- By email : mail.accessibilite.accessibility.ca@airfrance.fr

Thank you for your comments

Reference :

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