RETROACTION PROCEDURE

Designated person to receive feedback

The designated person to receive feedback at the Jean-Lesage International Airport in Quebec is the Chief of Airport Operations. Feedback will be received by the customer service team and then forwarded to the Chief of Operations for follow-up.

How to submit feedback to Aéroport de Québec

Within the framework of the Regulation on Accessible Transportation for Persons with Disabilities (RATPD), YQB has established an anonymous feedback procedure where individuals can share their comments with the organization.

Here are the steps to follow for the general public wishing to provide feedback:

- Webite :
    - o Go to the accessibility section of the website:: [Accessibility | Aéroport international Jean-Lesage de Québec (YQB) (aeroportdequebec.com)](aeroportdequebec.com)
    - o In the Additional Resources section, click on the feedback link.
    - o Fill out the form and click on Send.
- Telephone :
    - o Call at (418) 640-2700 or toll-free at 1 (877) 769-2700.
- By mail:
    - o Care of: Accessible Transportation Service for Persons with Disabilities
      Québec Airport
      505 rue Principale Québec
      (Québec) G2G 0J4

Anonymous Feedback

It is possible to go through the process anonymously, and the feedback will receive the same treatment, except for follow-up with the individual. For anonymous feedback, the comment must be submitted via the website.

Acknowledgement of receipt

When the comment is not anonymous, and an email address or phone number is provided, YQB staff will follow up with the person who submitted the comment.

Adressing Feedback

All comments and complaints are received and addressed within a maximum of 24 hours by YQB personnel. The staff forwards the comments to the responsible individuals within the organization, and all comments and complaints are compiled. The comments are analyzed, and corrective measures are implemented when necessary. If the comments or complaints pertain to YQB partners, they will be informed accordingly.