



CUSTOMER ACCESSIBILITY FEEDBACK PROCEDURE

Purpose

Matrix Sciences welcomes feedback regarding accessibility and the manner in which goods and services are provided to persons with disabilities.

How Feedback Can Be Submitted

Individuals may provide feedback through:

- Email: Feedback@matrixsciences.com
- Telephone: +1 (905) 456-0783
- Mail: 119 West Drive, Brampton, ON L6T 2J6

Accessible Formats

Feedback may be submitted in an accessible format or with communication support upon request.

Receiving Feedback

The designated Accessibility Coordinator or Manager will:

1. Record the feedback received.
2. Acknowledge receipt within five (5) business days where contact information is provided.
3. Review the feedback and determine any required corrective actions.
4. Respond to the individual within fifteen (15) business days whenever possible.

Record Retention

Feedback records and responses will be retained for a minimum of three years and reviewed periodically to identify opportunities for improvement.

Questions

Questions regarding this procedure should be directed to:

Accessibility Contact:

Name: Accessibility Coordinator

Email: Feedback@matrixsciences.com

Phone: +1 (905) 456-0783

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS PROCEDURE

Purpose

Matrix Sciences will provide information and communications in accessible formats and with communication support when requested by persons with disabilities.



Request Process

Individuals may request accessible formats or communication support by contacting:

- Email: Feedback@matrixsciences.com
- Phone: +1(905) 456-0783
- Address: 119 West Drive, Brampton, ON L6T 2J6

Procedure

1. Receive and document the request.
2. Consult with the individual making the request to determine an appropriate format or support.
3. Assess the feasibility and identify available options.
4. Provide the accessible format or communication support in a timely manner.
5. Notify the requester when the information is available.

Examples of Accessible Formats

- Large print
- Accessible PDF
- Microsoft Word
- Plain language versions
- Audio format
- Other formats as mutually agreed upon

Fees

Accessible formats and communication support will be provided at no additional cost beyond the regular cost charged to others.

Documentation

All requests and actions taken will be documented and retained by the organization.