

Accessibility feedback process

Qatar Airways welcomes feedback from customers, employees, stakeholders, and the public about the accessibility of our services. Qatar Airways highly values the experience of people with disabilities. We believe feedback from our customers with disabilities is necessary to improve the accessibility of our services. This Feedback Process Document describes how we receive and respond to feedback as required by the Accessible Canada Act.

General description

Qatar Airways welcomes any feedback on:

- Our implementation of the Accessibility Plan.
- Barriers encountered by Qatar Airways customers, employees, and other people accessing our services.
- Any other matters regarding accessibility.

Use of feedback

Qatar Airways Customer Care will be responsible for receiving and acknowledging feedback. We will accept, report and acknowledge all accessibility feedback we receive. Anonymous feedback will be accepted and reported but not acknowledged as received. A dedicated Accessibility Plan Outreach Coordinator has been designated to receive this feedback.

Feedback received will be used to achieve the objectives in our plan and improve the overall accessibility of our services. Feedback will be included in our progress report.

Providing identifying information in your feedback, such as your name or travel routes, allows us to acknowledge and communicate with you about your feedback, in accordance with the Accessible Canada Act. It can also help us identify barriers specific to certain locations where we provide services.

Submitting feedback

To submit your feedback about our Accessibility Plan, the accessibility of our services, or to request a copy of the Accessibility Plan and the Feedback Process in an alternative format, please use one of these channels:

Channel	Contact information	Description
Phone	+974 4144 5555	To request a copy of, or to provide feedback on, the accessibility plan
Phone	Rencie Silva	To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance
Email address	rpsilva@qatarairways.com.qa	To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance
Mail address	Qatar Airways Customer Care P.O. Box 22550 Doha, Qatar	To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance