

# The Collection Consultants Inc accessibility policy

The Accessibility Policy ensures the provision of equal treatment to people with disabilities with respect to the use and benefit of The Collection Consultants Inc services and facilities in a manner that respects their dignity and that is equitable in relation to the broader public in the areas of customer service, information and communication.

## **Application**

This procedure applies to The Collection Consultants Inc. that provide services or facilities to the client, debtor or other third parties on behalf of The Collection Consultants Inc are in accordance with the Integrated Accessibility Regulation.

This procedure applies to all materials and communications products produced by the Collection Consultants Inc for release to the debtor. It does not apply to products and product labels, unconvertible information, or information that the Collection Consultants Inc does not control directly or indirectly through a contractual relationship.

Each publication should be produced in such a way as to reduce barriers in the original document. Adaptation to another format can be accommodated easily and quickly when requested by any client or debtor.

## **Processing Requests**

Requests for an accessible format or communication support can be received by staff in person, by phone/TTY or by electronic formats such as emails or service requests.

All The Collection Consultants Inc. staff shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided:

- in a timely manner;
- taking into account the person's accessibility needs; and,
- at a cost that is no more than the regular cost charged to other persons.

