

意見徵集及處理程序 **Feedback Collection and Handling Process**

加拿大中文電台誠意徵集意見打造無障礙廣播及服務 **Fairchild Radio seeks feedback on providing accessible broadcasting and services to all**

加拿大中文電台於 2022 年成立了無障礙委員會，負責制定和執行本台的無障礙政策，並收集有身心障礙人士的實際意見。無障礙委員會的成員包括節目總監（主理節目內容的無障礙性）、新聞總監（主理新聞內容的無障礙性）、宣傳總監（主理數碼科技的無障礙性）、人力資源與辦公室行政總監（主理就業機會和電台設施的無障礙性），以及其他對打造無障礙環境至關重要的工作人員。

加拿大中文電台將於 2023 年 6 月 1 日發佈其「無障礙廣播及服務計劃書」，我們正徵集意見，聚焦需要改進的地方，盡全力打造一個無障礙的廣播、服務和工作環境。

Fairchild Radio has established the Accessibility Committee in 2022 to create and execute accessibility policies, as well as collecting feedback and providing assistance to persons with disabilities. The Accessibility Committee is comprised of Program Director (in charge of Programming Content Accessibility), News Director (in charge News Content Accessibility), Promotion Director (in charge of Digital Accessibility), Human Resources and Office Administration Director (in charge of Employment Equity and Facilities Accessibility), as well as other staff who are essential in improving Fairchild Radio's accessibility.

Fairchild Radio will publish its Accessibility Plan on June 1, 2023. Your feedback is needed to help us identify the barriers that need to be overcome, and how we can provide accessible broadcast and services to all.

意見處理程序 **Feedback Process**

當收到公眾以在線或電話形式傳來的意見後，無障礙委員會的代表將詳細研究意見內容，並盡力以快捷和有效的方法解決問題。如有必要而又得到意見提供者的同意，我們有可能與對方聯絡，以收集更多資訊或提供協助。

收集到的意見和後續的解決方案（或缺乏解決方案）將由無障礙委員會共同審核。假如問題無法立即解決，又或類似問題反覆出現，無障礙委員會將把意見存檔，並在常規會議中商討對策。部份公眾意見及後續的解決方案有可能被納入加拿大中文電台每年公佈的無障礙進度報告中。

Once a feedback is collected online or by phone, a representative of the Accessibility Committee will review the feedback and take action to resolve the issue in a timely and efficient manner. If necessary and if the feedback provider is willing to be contacted, the representative may contact the feedback provider to gather more details or to provide the assistance needed.

The feedback as well as the solution (or lack of) will be shared with the Accessibility Committee members for review purposes. If the problem cannot be solved right away, or if it is a recurring problem, the Accessibility Committee will keep the feedback on file and address it in its regular meetings. Some of the feedbacks and their solutions may be included in Fairchild Radio's annual Accessibility Progress Report.