



Accessible Formats and Communication Supports

Liberty Staffing Services will, upon request, provide or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner, taking account the person's accessibility needs due to disability.

Liberty Staffing Services will consult with the person making the request in determining the suitability of an accessible format or communication support.

Liberty Staffing Services will also notify the public about the availability of accessible formats and communication supports.

Feedback Process

Individuals who wish to provide feedback on our services and facilities provided to people with disabilities can be submitted through various alternate methods.

All feedback can be submitted:

- By email to riskmgt@staffedge.com
- By telephoning the Our Support office 1-800-720-5318
- In person at Our Support office location (181 Queen Street East, Brampton Ontario L6W 2B3), Monday-Friday, 8:30am- 5:00pm
- By mail to Liberty Staffing Services c/o The Staffing Edge ULC, 181 Queen Street East, Brampton Ontario L6W 2B3

Individuals that provide formal input will receive acknowledgement of their feedback, along with any resulting actions within 21 calendar days of receipt. Whenever possible, concerns and complaints will be addressed immediately however, some feedback may require more time to address, and must be reviewed for action, possibly involving a number of key people within the organization.

The ultimate goal of our feedback procedures is to meet our service delivery expectations while responding to the requests of individuals with disabilities. Comments on how well the services provided by Liberty Staffing Services are also welcome and appreciated.