

Accessibility Feedback Process

North Bay Computer Services Inc. | Published May 29, 2026

General

North Bay Computer Services Inc. is a small Ontario-based technology company located at 299 Main Street West, North Bay, Ontario. The company provides business technology services, including business VoIP services. This document describes how individuals may provide feedback about accessibility barriers and the implementation of the company's accessibility plan.

Purpose of the Feedback Process

The purpose of this feedback process is to allow employees, customers, visitors, and members of the public to identify accessibility barriers, request accessibility-related assistance, and provide comments about this process or the company's accessibility plan.

How to Provide Feedback

Feedback about accessibility may be submitted using any of the following methods:

Method	Contact Information
Website	https://nbcs.ca
Telephone	705-840-2806
Mail or in person	299 Main Street West, North Bay, Ontario

Feedback may be provided anonymously. Individuals who provide contact information may receive a response, where appropriate and possible.

What Feedback May Include

Accessibility feedback may relate to any area of the company's operations, including:

- access to the company's physical location;
- telephone, website, or other communication methods;
- customer service, remote support, business VoIP services, or service information;
- employment practices or workplace accommodations;
- the company's accessibility plan, progress reports, or this feedback process.

How Feedback Will Be Handled

North Bay Computer Services Inc. will review accessibility feedback and consider it when identifying, removing, and preventing barriers. Feedback may be used to update policies, procedures, communication methods, service delivery practices, training, or future accessibility plans and progress reports.

Where feedback identifies an urgent barrier or request for accommodation, the company will make reasonable efforts to respond in a timely manner.

Acknowledgement of Feedback

When feedback is not submitted anonymously and contact information is provided, the company may acknowledge receipt of the feedback and may follow up if more information is needed. Anonymous feedback will be reviewed but cannot be directly acknowledged.

Alternative Formats

Upon request, the company will make reasonable efforts to provide this feedback process, its accessibility plan, and related accessibility information in an alternate format.

Privacy

Personal information provided through this feedback process will be used for the purpose of reviewing, responding to, and improving accessibility. The company will handle accessibility feedback respectfully and will make reasonable efforts to protect confidentiality.

Document Information

Published: May 29, 2026

Organization: North Bay Computer Services Inc.

Website: <https://nbcs.ca>

Telephone: 705-840-2806

Address: 299 Main Street West, North Bay, Ontario