

# ACCESSIBILITY STRATEGY



## Summary Documents

### **Feedback Process at the ROM**

If you have any comments or concerns regarding our accessible services and facilities, we invite you to share them with us through the appropriate feedback processes. There are several options available to you.

**Telephone:** Visitor Services Switchboard 416.586.8000

**Fax:** 416.586.5504

**24-hour Bell Relay Service:** 711

**E-mail:** [info@rom.on.ca](mailto:info@rom.on.ca)

Written comments may be forwarded to:

**Cheryl Blackman**  
Head, Visitor Relations  
Royal Ontario Museum  
100 Queen's Park  
Toronto, ON, Canada  
M5S 2C6

If you would like to deliver your comment in person, comment forms are available at the ROM information desk and can be delivered to the comment card box. This comment form is also available on-line for you to fill out at home and send in, as per your preference.

You can also ask to speak with a Lead or Manager at the Museum, and your problem will be addressed based on the availability of personnel.

All comments, questions and concerns will be responded to within 7 days. If you would like to be responded to by a particular method, such as e-mail or telephone, please specify your preference when you leave your comment.