

Accessibility - Customer Service Feedback Form

Vale is committed to improving accessibility for our customers with accessibility limitations. How we interact with our customers and members of the public is important to us, and we work hard to meet everyone’s needs. We would like to hear your comments, questions and suggestions about the provisions to persons with disabilities.

Individuals who wish to provide feedback on the way Vale, Manitoba Operations provides services to people with disabilities can complete this Accessibility Feedback Form by one of the following two methods:



1) By regular mail: Print, complete, and submit this form to:
 Human Resources
 Vale, Manitoba Operations
 P.O. Box 5000
 Thompson, Manitoba, Canada R8N 1P3

2) Electronically: Complete this form, save it to your computer and email to:
HRBP.Thompson@vale.com

Please complete the following survey:

Please tell us the date and time you accessed our services and the Vale representative(s) you interacted with.

Date & Time:

Vale Representative(s):

Type of feedback:

Commendation

Complaint

Other

Please tell us about your visit or interaction with Vale, Manitoba Operations and list any suggestions you have to help us improve accessibility:

Please enter your contact information below if you would like a Vale Representative to follow up with you regarding your feedback:

Name: _____
Address: _____
Contact number: _____

For Internal Use Only:

**The HRBP will forward feedback forms for action to the respective person and department Manager once received.*

Record of Accessibility Feedback

Date Feedback received: _____

Details: _____

Action to Be Taken: _____

Staff Member(s) and Department: _____

Follow-up date and details: _____
