

# Feedback Process for Accessible Transportation

KLM 2023

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## 1. General

### *1.1. Executive Summary*

KLM, also known as KLM Royal Dutch Airlines, is the flag carrier airline of the Netherlands. The airline was founded in 1919 and is headquartered in Amstelveen, Netherlands and operates flights to over 145 destinations worldwide, including the Canadian cities of Toronto, Vancouver, Montreal, and Calgary.

One important aspect of KLM's commitment to customer service is its accessibility statement. KLM is dedicated to making air travel accessible to all passengers, including passengers with disabilities or with reduced mobility. To achieve this goal, KLM provides various services and support for passengers with different needs.

This report describes the process for receiving and responding to feedback on KLM's accessibility plans and the barriers encountered by people that deal with KLM.

### *1.2. Alternative Formats*

This report is also available in alternative formats: print, large print, braille, audio format, and in electronic format. Requests for one of these alternative formats, or the submission of feedback may be made by using the contact information below or through any of our social media channels, as defined by the Regulations on the establishment of plans and reports on accessible transport. Requests for braille or audio have a processing time of 45 days after the request has been received, all other requests have a processing time of 15 days.

## 1.3. Feedback and Contacts

KLM welcomes feedback on everything accessibility-related. The Manager of Customer Relationships is the dedicated contact person that will receive accessibility feedback on behalf of KLM and they inform and involve other departments if required by the content of the feedback.

<b>Position</b>	<b>MANAGER OF CUSTOMER RELATIONSHIPS</b>
<b>Email</b>	<a href="mailto:mail.accessibilite.accessibility.ca@airfrance.fr">mail.accessibilite.accessibility.ca@airfrance.fr</a>
<b>Telephone</b>	1-833-665-7030 / Toll free in Canada
<b>Mail</b>	Air France KLM Montreal Succ. B C.P. 34 Montréal, Québec H3B 3J5

## 2. Feedback Process

KLM’s customer feedback process is designed to ensure that KLM receives valuable feedback from its customers to constantly improve its services. The KLM feedback form can be found on the website, and customers can fill it out before or after their flight, either as a compliment or as a complaint. KLM will accept feedback that is provided anonymously, and will acknowledge receipt of feedback, other than anonymous feedback, in the same manner in which it was received. Customers can also give feedback through the official KLM social media accounts.

KLM takes customer feedback very seriously and analyses it to identify areas for improvement. KLM uses this feedback to make changes to the business operations and to provide better services to its customers. KLM is committed to respond to custom to customer feedback promptly and to taking appropriate actions to address any issues raised.

KLM has dedicated teams that process all feedback received through various channels. KLM uses state-of-the-art tools and technology to analyse feedback and identify trends, allowing KLM to understand its customers’ needs and expectations

better. The goal is to continuously improve the services by listening to the customers and to use their feedback to make meaningful changes.

KLM's internal tools are used to collect the various customer reports and feedback daily, and in particular, the feedback provided by customers with disabilities. Customer Feedback tools are put in place at different touchpoints and channels throughout the Customer Journey. Those include:

#### Social Media

Customers can reach out to KLM via Facebook, Twitter, or Instagram to share their thoughts and comments. KLM's social media agents will send an acknowledgement message and will reply to the individual with a tailored answer and will contact the customer by other means (telephone or e-mail) if necessary.

#### KLM Customer Care

Customers requiring special assistance can contact KLM's Customer Contact Centre by phone or e-mail to share feedback with KLM's Customer Cares agents.

Toll free telephone number (price of a local call), available Monday to Friday from 8:00 a.m. to 5:00 p.m. and Saturdays from 8:00 a.m. to 4:00 p.m. (closed on Sundays): +1 888 572-7447

E-mail addresses to contact: [KLMCARES@klm.com](mailto:KLMCARES@klm.com) or [klmcares.canada@airfrance-klm.email](mailto:klmcares.canada@airfrance-klm.email)

KLM Cares representatives answer incoming e-mails within 72 hours.

#### KLM Website

Customers can share their feedback on KLM's website and, more particularly, on the accessibility page: <https://www.klm.ca/information/legal/accessibility> .

#### KLM App

Customers can use the mobile app to send feedback directly to KLM.

#### KLM Airport Office

Customers can share feedback with KLM staff at one of the airline's airport lounges and at its airport offices.

A hard copy of the Accessibility feedback form can be provided upon request.

#### KLM Flights

Customers can submit feedback during the flight by talking to the cabin crew. The cabin crew will send the feedback to the internal KLM systems.

### 3. General Data Privacy Rules of KLM

KLM has a GDPR in place, KLM's privacy policy applies to all personal data that KLM processes when customers use the websites, mobile apps, or when customers contact KLM. KLM processes its customers' personal data primarily to handle bookings, arrange trips and purchases, and answer questions. More information about KLM's privacy policy can be found on the website <https://www.klm.ca/information/legal/privacy-policy> .