

## Royal Air Maroc accessibility plan

# Feedback process

### Receiving and Responding to Feedback and Complaints from Passengers with Disabilities

At Royal Air Maroc, we value feedback and recognize the importance of continuously improving our services and accessibility for all passengers, including individuals with disabilities. As part of our comprehensive accessibility plan, we have established a robust system to receive and respond to feedback and complaints from passengers with disabilities. Our goal is to actively listen, address concerns promptly, and implement necessary improvements to ensure an inclusive and satisfactory travel experience for all.

- I. **Feedback Channels:** We offer multiple channels through which passengers with disabilities can provide feedback or raise concerns regarding their travel experience. These channels include:

1. **Dedicated Customer Support:** Passengers can reach out to our dedicated customer support team via phone, or email. Our trained representatives are available to address inquiries, complaints, or suggestions related to accessibility and disability-related concerns.
2. **Feedback Forms:** We provide accessible feedback forms on our website or through our mobile application, allowing passengers to provide detailed feedback regarding their experiences. These forms are designed to accommodate various accessibility needs and provide an easy and confidential way to communicate concerns.



The public can provide feedback, request an alternate format of the accessibility plan, and request an alternate format of the description of the feedback process via the following channels:

- Mailing address : Direction Proximité Client, Zone Industrielle Royal Air Maroc, Aéroport Mohamed V, 27000, Nouacer, Maroc
- Telephone number: 00212 522 48 97 51
- Email address: [abilityreview@royalairmaroc.com](mailto:abilityreview@royalairmaroc.com)

It should be noted that at this stage, anonymous feedback can only be submitted via mail to our mailing address or by anonymously contacting our phone number, however, we are committed to enhancing the tools that we provide our Customers to submit anonymous feedback by acquiring an e-mail tool that allows to do so. More details will be provided during the next publication of the accessibility plan and feedback process.

- II. **Prompt Response and Resolution:** We are committed to responding promptly to feedback and complaints received from passengers with disabilities. Our approach includes:
  1. **Acknowledgment of Feedback:** Upon receiving feedback or a complaint, we promptly acknowledge the communication, ensuring passengers feel heard and valued. This acknowledgment may include a confirmation message with a reference number to track the progress of their inquiry or complaint.
  2. **Timely Resolution:** We strive to resolve accessibility-related issues and complaints within a reasonable timeframe. Our dedicated team thoroughly investigates each case, gathering all

necessary information to provide a comprehensive response and take appropriate actions to address the concerns raised.

3. **Communication and Updates:** Throughout the resolution process, we maintain open lines of communication with passengers, providing regular updates on the progress and actions taken to address their concerns. Clear and transparent communication helps build trust and ensures that passengers are informed about the steps being taken to improve accessibility.

III. **Implementation of Improvements:** Utilizing feedback as a catalyst for change, we implement the following measures to enhance accessibility and remove barriers:

1. **Policy and Procedure Enhancements:** We review and update our policies and procedures based on the feedback received. This includes evaluating our accessibility guidelines, ensuring they align with industry best practices and meet the evolving needs of passengers with disabilities. By enhancing our policies, we strive to remove barriers and create a more inclusive travel environment.
2. **Training and Awareness Programs:** Feedback from passengers with disabilities guides the development of comprehensive training programs for our employees. These programs focus on fostering greater awareness, sensitivity, and understanding of accessibility issues, equipping our staff with the knowledge and skills necessary to provide excellent service to passengers with disabilities.
3. **Facility and Infrastructure Upgrades:** We invest in infrastructure upgrades to remove physical barriers and enhance accessibility throughout our facilities. Feedback regarding accessibility challenges in airports, boarding gates, restrooms, seating areas, and other relevant spaces helps us identify areas for improvement and prioritize necessary modifications.

IV. **Collaborative Partnerships and Industry Engagement:** We actively engage in collaborative partnerships with disability advocacy organizations, industry experts, and regulatory bodies. These partnerships enable us to gain valuable insights and access to best practices in accessibility. By staying engaged with the broader accessibility community, we remain at the forefront of innovative solutions and industry advancements.

V. **Communication and Transparency:** We communicate our progress and updates to passengers with disabilities, ensuring transparency and accountability. Regular communication channels, such as newsletters, social media, and dedicated website sections, are utilized to share information about the steps taken to address feedback and improve accessibility. This fosters trust and demonstrates our commitment to meaningful change.

At Royal Air Maroc, we actively seek and value feedback from passengers with disabilities, as their insights are instrumental in improving our accessibility initiatives. Our robust system for receiving and responding to feedback ensures that concerns are addressed promptly and appropriately. By leveraging this feedback to drive continuous improvement, we are committed to enhancing our services, policies, and procedures to ensure an inclusive and satisfactory travel experience for all passengers.