

## Feedback Process

(To be accompanied on the web site with the accessibility plan.)

### Feedback

Azores Airlines welcomes feedback, including about its Accessibility Plan, and has designated its Customer Care Department to receive feedback from customers. You can provide feedback, including about this Plan, request an alternate format of the Plan, or request an alternate format of the description of feedback process using any of the below options:



**Email:**

[accessibility@sata.pt](mailto:accessibility@sata.pt)



**Phone**

Contact Center

**Toll-Free from Canada and the United States: 1-800-762-9995**

**From Portugal, dial: 296 209 720**

International callers, please dial **(+351) 296 209 720**.

Call to Portuguese national fixed network. The cost of communications depends on the tariff agreed with your operator.



**Mail:**

Rua Dr. José Bruno Tavares Carreiro, n 6 | 7º Piso

9500-119 Ponta Delgada

Açores – Portugal

Fax: (+351) 296 672 098

### Alternate formats

You can download our Accessibility Plan in standard format or request a large print or braille or audio version by requesting it through one of the contact details mentioned above:



**Print:** [as](#) a PDF



**Large Print:** will be sent after the reception of the request.



**Braille:** please allow 45 days



**Audio:** please allow 45 days

Azores Airlines accepts feedback that is provided anonymously and will be respectfully followed up internally to improve the service provided.

Azores Airlines will acknowledge the reception of your feedback in the same way it was received.



Azores airlines will analyze the feedback and internally the departments involved will work on the improvement or on the explication of the actions taken.

Feedback process
Send the feedback to the Azores Airlines
Acknowledge the reception of the feedback received in the same way it was received.
Sending feedback to the passenger with our actions or commitments.
Record of all feedback actions duly accompanied by our response
<ul style="list-style-type: none"><li>✓ Analyse all records of the feedback;</li><li>✓ follow up of the improvements or action taken, and/or;</li><li>✓ considering any developments that can be done, to be reflected on the progress report.</li></ul>