Québec City Jean Lesage International Airport

FEEDBACK PROCESS

2026-10-27

Person appointed to receive feedback

The person appointed to receive feedback at Québec City Jean Lesage International Airport is the Manager, Airport Operations. Feedback will be received by the customer service team and then forwarded to the manager for follow-up.

How to submit feedback to Aéroport de Québec Inc.

Under the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), YQB has set up an anonymous feedback procedure to enable members of the public to send comments to the organization.

Those wishing to provide feedback should follow the steps below.

- Website:
  - Go to the Accessibility section of the website at https://www.aeroportdequebec.com/en/plan-a-flight/accessibility.
  - In the "Additional resources" section, click on the link to the comment form.
  - Fill in the form and click Send.
- Phone:
  - Call 418-640-2700 or toll-free 1-877-769-2700.
- Email:
  - Attn.: Specialized transportation service for persons with disabilities
    Aéroport de Québec Inc.
    505 Rue Principale
    Québec City, QC G2G 0J4

Anonymous feedback

Feedback can be provided anonymously. Anonymous feedback will be handled in the same way as identified feedback, except when it comes to following up with senders. To submit anonymous feedback, please use the website.

Acknowledgement of receipt

If the feedback is not anonymous and an email address or telephone number has been provided, YQB staff will follow up with the person who made the comment in the same way it was sent.

Processing feedback

All comments and complaints are received and processed by YQB staff within 24 hours. Staff then pass the comments on to the relevant people in the organization and compile a summary of all comments and complaints. Feedback is analyzed, and corrective action is taken where necessary. When comments or complaints concern YQB partners, they are informed.

Obstacles at the airport

Occasionally, the parking spaces reserved for disabled persons may be full. Daily patrols are carried out to ensure that only valid permit holders park in these spaces.

Passenger assistance services are also the responsibility of airlines. Occasionally, this may result in additional delays for passengers.