# **Technical accessibility statement**

We are committed to making our websites and mobile applications accessible, in accordance with [The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 No.952](http://www.legislation.gov.uk/uksi/2018/952/contents/made).

This accessibility statement applies to all website, mobile applications and relevant digital content that we own, that falls within the remit of the above mentioned legislation and the [Equality Act 2010](https://www.legislation.gov.uk/ukpga/2010/15/contents) as appropriate.

**COMPLIANCE STATUS**

This website is partially compliant with The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 No.952, due to the non-compliance on our [Moodle Known Issues](https://tracker.moodle.org/browse/MDL-65539?jql=project%20%3D%20MDL%20AND%20resolution%20%3D%20Unresolved%20AND%20component%20%3D%20Accessibility%20AND%20text%20~%20%223.6%22%20ORDER%20BY%20priority%20DESC) page.

**NON-ACCESSIBLE CONTENT**

We work to achieve and maintain WCAG 2.1 AA standards, but it is not always possible for all our content to be accessible. Where content is likely to create a barrier, we’ll state a reason, warn users and offer alternatives - see our [Moodle Known issues](https://tracker.moodle.org/browse/MDL-65539?jql=project%20%3D%20MDL%20AND%20resolution%20%3D%20Unresolved%20AND%20component%20%3D%20Accessibility%20AND%20text%20~%20%223.6%22%20ORDER%20BY%20priority%20DESC) page for more details.

If we have failed to identify a barrier, please [contact us.](mailto:helpdesk@kent.ac.uk)

**PREPARATION OF THIS ACCESSIBILITY STATEMENT**

This statement was prepared on 31/05/2019.

The declaration made in this statement regarding compliance with [The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 No.952](http://www.legislation.gov.uk/uksi/2018/952/contents/made) is accurate and based on an evaluation of the website’s compliance with the [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21/) (WCAG) to AA standard.

For information on our self-assessment auditing process and to see how our checks align with the WCAG 2.1 AA please contact us.

**FEEDBACK AND CONTACT INFORMATION**

Please contact us if you have any problems; be as specific and detailed as you can. Please also tell us what you like and find useful.

The World Wide Web Consortium (W3C) has [useful tips on contacting organisations about inaccessible websites.](http://www.w3.org/WAI/users/inaccessible)

When you contact us by email or phone there is a process in place that will acknowledge your contact, tell you who is dealing with it and give you a timescale by which you can expect a reply.

**COMPLAINTS / ENFORCEMENT PROCEDURE**

Once you have reported a problem with our website or asked for an alternative format, but you are not happy with our response, you can use our [complaints process](https://www.kent.ac.uk/itservices/forms/moodle/notice.html) to register your difficulty. This helps us improve our systems.

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you’re not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

This page was last updated on 31/05/2019