TEMPLATE FOR AN ACCESSIBILITY STATEMENT

# Instructions

Text in italics should be deleted and/or amended as appropriate by the public sector body.

The accessibility statement must be easy for users to find. A link to the declaration should be available on every web page, for example in a fixed footer.

We recommend that you upload your declaration using a standard URL:

https://[sitename.lu]/[language-code]/support/accessibility.html

for example: https:[//sip.gouvernement.lu/fr/support/accessibilite.html](https://sip.gouvernement.lu/fr/support/accessibilite.html)

For mobile applications, the declaration must be available from the mobile application and may also be placed on the website of the public sector body that developed the mobile application concerned.

If the site is available in several languages, it is recommended that the accessibility statement is provided in each language of the site.

All the items listed in the model below are compulsory by law. No element may be removed from this model, unless an exception is mentioned in the comments.

# Statement template

## ACCESSIBILITY STATEMENT

The body making the statement *[Name of public sector body]* is committed to making *[its website(s)] [and] [its mobile application(s)]* accessible, in accordance with the [law of 28 May 2019](http://legilux.public.lu/eli/etat/leg/loi/2019/05/28/a373/jo) on the accessibility of the websites and mobile applications of public sector bodies.

This Accessibility Statement applies to *[insert scope of statement, e.g. website(s)/mobile application(s), as appropriate]*.

### What is digital accessibility?

### Everyone should be able to easily use and consult the information on a website or an app, in particular people with disabilities and/or using assistive software or specialised equipment (blind, partially sighted or otherwise disabled people).

### Compliance status

1. *[This] [website(s)] [mobile application(s)] [is] [are] fully compliant* with European standard EN 301 549 *[and the Web Accessibility Assessment Framework (RAWeb) v1 which implements it / and the Mobile App Accessibility Assessment Framework (RAAM) v1, which implements it]*.
2. *[The present] [website(s)] [mobile application(s)] [is] [are]* partially compliant with the European standard EN 301 549 *[and the Web Accessibility Assessment Framework (RAWeb) v1 which implements it / and the Mobile App Accessibility Assessment Framework (RAAM) v1, which implements it]*. The reasons for this non-compliance are listed below.
3. *[The present] [website(s)] [mobile application(s)] [is] [are]*  not compliant with the European standard EN 301 549 *[and the Web Accessibility Assessment Framework (RAWeb) v1 which implements it / and the Mobile App Accessibility Assessment Framework (RAAM) v1, which implements it]*. The reasons for this non-compliance are listed below.

### Accessibility features

Examples of accessibility features: enhanced contrast mode, font size enlargement, simplified language, etc. Describe the available accessibility features. Explain how to use these accessibility features. Describe the components that are not compatible with assistive technologies.

### Non-accessible content

The content referred to below is not accessible for the following reason(s):

1. Non-compliance

*[List the non-compliance(s) of the website(s)/mobile application(s) and/or describe which section(s)/content(s)/function(s) are not yet compliant]*.

1. Disproportionate burden

*[List the non-accessible section(s)/content(s)/function(s) for which the exemption for disproportionate burden, within the meaning of Article 5 of Directive (EU) 2016/2102, is temporarily invoked]*.

1. Content not within the scope of the law of 28 May 2019

*[List the section(s)/content(s)/function(s) which are not accessible and which do not fall within the scope of the applicable legislation].*

*[Indicate accessible alternatives if any].*

### Preparation of this accessibility statement

This statement was prepared on *[date].*

The declarations contained in this statement are accurate and based on an actual evaluation of *[the present(s)] [website(s)] [mobile application(s)]* compliancewith the requirements defined in *[RAWeb 1 / RAAM 1]*, such as:

1. a self-assessment done by *[Name of public sector body].*
2. an assessment carried out by a third-party: *[Name of third-party].*

*[The statement was last reviewed on [insert date] ].*

### Feedback and contact details

### If you notice a lack of accessibility, send us an email to *[accessibilite@organisme.public.lu]*: describe your problem and specify the page on which it occurred. We commit to replying to you within 1 month. Within reasonable limits, the correction of the accessibility issue will preferably be carried out online such as to remedy the problem in a sustainable way.

### Should this not be possible, the information you requested can be made available to you in an accessible format of your choice:

* in writing in a document or email;
* orally in an interview or by phone.

### Enforcement procedure

Should the reply be unsatisfactory, you also have the possibility of informing the [Information and Press Service](https://sip.gouvernement.lu), the body responsible for supervising accessibility, via its [online complaint form](https://sip.gouvernement.lu/fr/support/reclamation-accessibilite.html), or the [Ombudsperson](http://www.ombudsman.lu/), the mediator of the Grand Duchy of Luxembourg.

This statement is based on the model set out in the [Implementing Decision (EU) 2018/1523](https://eur-lex.europa.eu/legal-content/FR/TXT/?uri=CELEX%3A32018D1523). This model is owned by the European Union and licensed under a [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/) license.