

Digital Accessibility Matters

To whom it may concern,

Please spare me a few minutes of your time for me to explain my concern regarding your website. I'm writing to you as a strong independent human being, who is wanting to live an independent life. Please consider this as a formal complaint.

I am unable to access the information I require, because your website is not accessible.

As a user of your website, I'm concerned regarding the lack of support for disabled users and disregard for creating an inclusive and accessible digital service.

As an organisation in the public sector, who provides a crucial service, it's imperative for me as a user to be able to access your website. Your website does not work the way I need it to and leaves me very confused and disoriented when trying to access important information or pay for the things I need to live independently.

I would like to offer you a solution. I have to rely on organisations making their websites accessible to do every day tasks that others take for granted. Seeking medical advice, filling out job application forms, paying bills, shopping online, can all be very challenging because you are not providing accessible formats.

I have been doing some research. There is a company called HeX Productions who have launched an initiative to help organisations become more accessible to people with additional needs. They have called it Digital Accessibility Matters and you can find more information and book time into their diary to discuss how to make some improvements to your service.

I am happy to be able to provide you with [a link to this wonderful initiative](#) and I hope you contact them to support you.

As you may know, legislation came into force that affects you as a public sector organisation. The Public Bodies [Mobile and Applications) Accessibility Regulations 2018 states that all public bodies needed to be accessible by 2020. As a user, I do not feel as though you are taking these regulations seriously.

Please think about the effect you are having on the lives of people who want to be able to do things for themselves but are being forced to have to constantly ask someone else for help.

I want to be independent. Thank you for reading.

Yours sincerely
[INSERT NAME]