

# Jigsaw Hints Mobile App – Accessibility Statement

**This accessibility statement applies to the Jigsaw Hints mobile app, run by students at the University of Kent. The content on this mobile app is designed for everyone to find, read, and understand.**

**We have identified issues with the mobile app's accessibility or compatibility, with assistive technologies. All the necessary information is listed in this statement.**

## View the site your way

The mobile app has been designed to enable you to:

- Change size of the fonts.
- Enable/disable animations.
- Navigate through user friendly interface.

We have evaluated the performance of our mobile app with:

- Android
- iOS

## Feedback and contact information

Please [contact us](#) if you have an accessibility query including:

- If you are experiencing issues with accessing information or using the mobile app
- If you find an accessibility problem not listed on this statement
- If you have positive feedback on the accessibility considerations made.

When you contact us 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.

We aim to respond to all contacts within 5 working days.

## Alternative formats

We've designed our content to be as accessible as possible. If you experience barriers, you can request [alternative formats](#). For more information please [contact us](#).

## Reporting accessibility problems with this mobile app

We're always looking to improve the accessibility of this mobile app. If you find any problems not listed on this page or think we're not meeting accessibility requirements [contact us](#) to register your difficulty.

## Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations').

If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

## Technical information about this mobile app's accessibility

The University of Kent is committed to making this mobile app accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## Compliance Status

This mobile app is partially compliant with the [Web Content Accessibility Guidelines version \(WCAG\) 2.1 AA](#) standard, due to the non-compliances and exemptions listed below.

## Non-accessible content

We formally test the accessibility of key user journeys that represent the breadth of content across our mobile app on a regular basis against [WCAG 2.1 AA standards](#).

Some parts of the mobile app may not work for everyone. Below are known issues that we either need to fix, cannot fix, or do not need to fix right now. If you find something that we missed, please [contact us](#).

The content listed below is non-accessible for the following reasons.

## Non-compliance with the accessibility regulations

Theme colours used in the user interface (red, blue, green) do not fully comply with the WCAG 2.1 AA standards.

## Disproportionate burden

Not applicable.

## Content that's not within the scope of the accessibility regulations

Not applicable.

## Third-party content

Our mobile app contains third-party content. We do not have control over and are not responsible for the accessibility of this content, but we make best endeavours to work with the third-party to improve its accessibility. This may include:

- links to non-University of Kent websites/mobile apps
- content/functionality on our mobile app
- content hosted on other websites/mobile apps, such as social media.

To help accessibility compliance across the sector, the University of Kent supports [searchBOX](#), a centralised, independent directory of third-party accessibility information.

searchBOX catalogues the contact information and accessibility statements of third-party suppliers, enables the sharing of community-generated accessibility statements, and allows users to map their supplier ecosystem.

Users can access third-party accessibility statements using the free [searchBOX Finder](#) service.

## What we're doing to improve accessibility

We seek to fix accessibility errors identified through our auditing processes or fed back to us by our users as quickly as possible. [Contact us](#) for further information about the status of each of the issues identified.

## Preparation of this accessibility statement

This statement was prepared on 29th January 2023. It was last reviewed on 3rd March 2023. This mobile app was last tested on 3rd March 2023. The test was carried out by students at the University of Kent.