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](https://[sitename.lu]/%5blanguage-code%5d/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

*[Name of public sector body]* undertakes to make *[its website(s)] [and] [its mobile application(s)]* accessible, in accordance with the [Act 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 must be able to use and consult the information on a website or application easily, particularly people with disabilities and/or who use assistive software or specialised equipment (blind, partially sighted people or people with other disabilities).

### Compliance status

1. *[This] [website(s)] [mobile application(s)] [is] [are]* in full compliance with European standard EN 301 549 *[and the Web Accessibility Assessment Framework (RAWeb) v1 which implements it / and the Accessibility Assessment Framework for Mobile Applications (RAAM) v1, which implements it]*.
2. *[The present] [website(s)] [mobile application(s)] [is] [are]* in partial compliance with the European standard EN 301 549 *[as well as the Web Accessibility Assessment Framework (RAWeb) v1 which implements it / as well as the Accessibility Assessment Framework for Mobile Applications (RAAM) v1, which implements it]*, due to *[the non-conformity(ies)] [and/or] [the exemption(s)]* listed below.
3. *[The present] [website(s)] [mobile application(s)] [does] [do]* not comply with the European standard EN 301 549 *[and the Web Accessibility Assessment Framework (RAWeb) v1, which implements it / and the Accessibility Assessment Framework for Mobile Applications (RAAM) v1, which implements it]*. [*The non-conformity(ies) [and/or] [exemptions]* are listed below.

### Accessibility features

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

### Content not accessible

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

1. non-conformities

*[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. the content does not fall 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 declaration was prepared on *[date].*

The statements in this declaration are accurate and based on an effective assessment of the conformity of *[the present(s)] [website(s)] [mobile application(s)]* with the requirements set out in *[RAWeb 1 / RAAM 1]*, such as:

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

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

### Feedback and contact details

### If you notice a problem with accessibility, send us an e-mail to *[accessibilite@organisme.public.lu]*: describe your problem and the page concerned.

### We undertake to reply by e-mail within 1 month at the latest. In order to remedy the problem in the long term and as far as reasonably possible, the online correction of the accessibility problem will be preferred.

### If this is not possible, the information you require will be sent to you in an accessible format according to your wishes:

### -in writing in a document or email;

-orally at an interview or by telephone.

### Procedure to ensure compliance with the provisions

If you do not receive a satisfactory response, you can also inform the [Information and Press Service](https://sip.gouvernement.lu), the body responsible for checking accessibility, via its [online complaints form](https://sip.gouvernement.lu/fr/support/reclamation-accessibilite.html), or the [Ombudsman](http://www.ombudsman.lu/) of the Grand Duchy of Luxembourg.

This declaration is based on the model defined by [implementing decision (EU) 2018/1523](https://eur-lex.europa.eu/legal-content/FR/TXT/?uri=CELEX%3A32018D1523). This model belongs to the European Union and is published under a [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/) licence.