

Accessibility statement

This page explains how accessible the Consumer Council for Northern Ireland website is and what we are doing to continually improve our accessibility.

This statement applies to content published on the www.consumercouncil.org.uk domain. This website is run by the Consumer Council for Northern Ireland.

The most recent accessibility audit of this website took place in November 2023 and was carried out by BT48 using SilkTide.

Accessibility Statement for the Consumer Council for Northern Ireland

Our website is designed to be used by as many people as possible. The text should be clear and simple to understand. You should be able to:

- zoom in up to 300% without problems
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver).

How accessible this website is

The Consumer Council is committed to making its website accessible, in accordance with Web Content Accessibility Guidelines (WCAG) 2.1.

The design and layout of our website is compliant with WCAG 2.1 and ensuring our content is usable by as many people as possible is a priority for us.

Translation and Read-Aloud Software

Our website uses Reach Deck software, provided by Text Help, to make it fully accessible in any browser. Reach Deck allows users of our website to customise it in a way that works for them, including read-aloud software (40 languages), language translations (99 languages) and font changes.

Microsoft Word documents, such as our Template Letters, will automatically download to your device. If you need the Word document translated or read aloud, [click here to visit Text Help's website to add 'Read&Write' software to your device](#). If you need any further support with this software, [click here to contact Text Help](#).

Translation Services and Alternative Formats

We offer a telephone translation service through Big Word Translation. If you would like to use this service please let our staff know.

We offer a sign-language service for personal consumer advice and when attending private group or public events. We do this with the Royal National Institute for Deaf People.

We also can translate our documents into different languages and other formats (e.g. Braille, large print) upon request. [Click here to use our contact form](#) to make a request.

Screen Readers

The webpages on this website are designed to be used with screen readers, so that visually impaired users can easily access the content and navigate the site.

JAM Card Friendly Organisation

We are a JAM Card friendly organisation. If you are a JAM card holder, please let a member of our staff know. JAM stands for 'Just A Minute' – it's a special card created by NOW group (a social enterprise supporting people with learning difficulties and autism into jobs with a future) service users for when they need more time and patience.

Changing Font Size

If you find the text on this website is too small or too large you can use our Reach Deck software to change font size, or you should simply adjust your browser's settings:

- **Google Chrome** - Open the menu, select Settings, click 'Show advanced settings' at the bottom and look for the Web Content section. You can choose settings from 'Very Small' to 'Very Large'
- **Mozilla Firefox** - Go to the View menu, select Text Size and choose Increase or Decrease.
- **Microsoft Edge** - Select 'Settings and more', then click Settings, then click Appearance. Scroll to the bottom of the page to view Fonts, then select Large or Very Large from the dropdown menu

Parts of this website that are not fully accessible

Some parts of this website are not fully accessible, this includes:

- Our transport knowledge hub, which is 3rd party software embedded into our website. We are actively working on finding a solution to this.

Receiving content in different formats

If you need content on our website in a different format, please email info@consumercouncil.org.uk or call 023 9025 1600 and let us know:

- the page the information is on, i.e., the web address/URL of the content
- your name and email address
- the format you need, for example, audio CD, braille or large print.

Feedback or problems with the accessibility of our website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we are not meeting accessibility requirements, email info@consumercouncil.org.uk or call us on 023 9025 1600.

Enforcement Procedure

The Equality Commission for Northern Ireland (ECNI) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you are not happy with how we respond to your complaint, [click here to contact the Equality Commission for Northern Ireland \(ECNI\)](#).