

ENGLISH ▾

## Survey about the Web Accessibility Directive in Europe

In 2016 the European Union Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies was adopted with the objective to make public sector websites and mobile apps more accessible to persons with disabilities.

According to the Web Accessibility Directive, by 23 September 2020 all public sector websites must comply with the requirements of this European legislation. Help us understand if this is the case and if your country has actually taken full advantage of the Web Accessibility Directive.

This survey is primarily intended for persons with disabilities. EDF will treat your responses confidentially.

Based on the information gathered, EDF will prepare a public report to be presented to the relevant EU institutions and distributed broadly to

put pressure on the public sector at national level to make their digital services more inclusive to persons with disabilities which is the end goal of this EU legislation.

If you have any doubt, do not hesitate to contact [alejandro.moledo@edf-feph.org](mailto:alejandro.moledo@edf-feph.org)

\* 1. Where are you based?

\* 2. How would you rate the overall accessibility level of public sector websites you have used?

*This question covers websites of national, regional and local public administrations and services provided by the public sector.*

Very low	Low	Good	Very good
			

\* 3. Do you find a difference regarding accessibility between national, regional and local public sector websites?

☐ Yes

☐

☐ No

☐ I don't know

4. If yes, please explain:

\* 5. Have you ever come across a public sector website where you had problems achieving what you wanted to do or get access to the information you were looking for?

☐ Yes

☐ No

6. Which one? You can paste the link(s) and tell us more about what accessibility problems you have experienced.

\* 7. Do public sector websites in your country include an accessibility statement? *This question covers national, regional and local bodies of*

*the public sector. The accessibility statement is a webpage containing relevant information about the accessibility of the website, as well as a way to contact the public body and the public entity responsible for web accessibility.*

Very few	Few	Many	All of them
			

\* 8. Have you found any public website without an accessibility statement?

- ☐ Yes
- ☐ No
- ☐ I don't know

9. If yes, can you paste the link(s) to that or those public website(s)?

10. If you found an accessibility statement in a public website, what did you think about it? Was it useful for you?

Not useful at all	A bit useful	Useful	Very useful
			

Not useful at all  A bit useful  Useful  Very useful 

11. Have you ever tried to contact the public body through the accessibility statement to fix an accessibility problem or to consult anything about accessibility?

☐ Yes

☐ No

12. If yes, were you happy with the response?

☐ Yes

☐ No

13. If not, please explain why:

\* 14. Do you know which is the public agency/department responsible for the implementation of web accessibility to which you can complain when a public website does not fix its accessibility?

☐ Yes

☐ No

\* 15. Have you ever sent a complain to the public agency/department responsible for the implementation of web accessibility by the public sector?

☐ Yes

☐ No

16. If you sent a complain, were you happy with how your complaint was handled?

☐ Yes

☐ No

17. If not, please explain why:

18. Have your say now! Tell us what you think about the accessibility of the websites of the public sector in your country. Which websites work best,

which websites need to be prioritised;  
what are the main accessibility  
problems for you; how you overcome  
them?

19. If you're happy for us to get in  
touch with you about your answers to  
this survey, please let us know your  
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