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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

*	1.	Wl	nere	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.



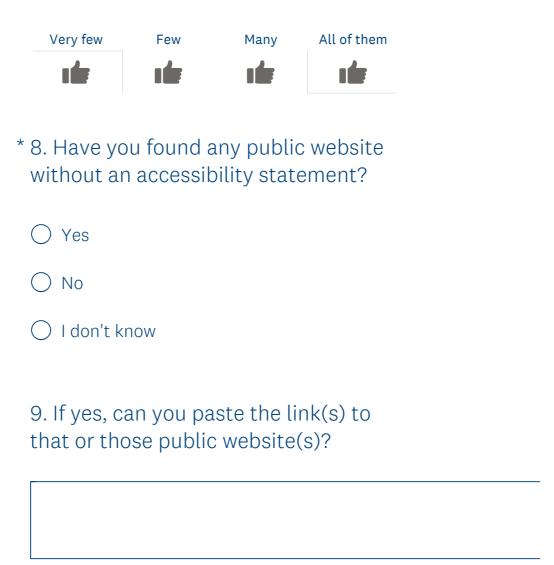
* 3. Do you find a difference regarding accessibility between national, regional and local public sector websites?



	○ No
	O 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.

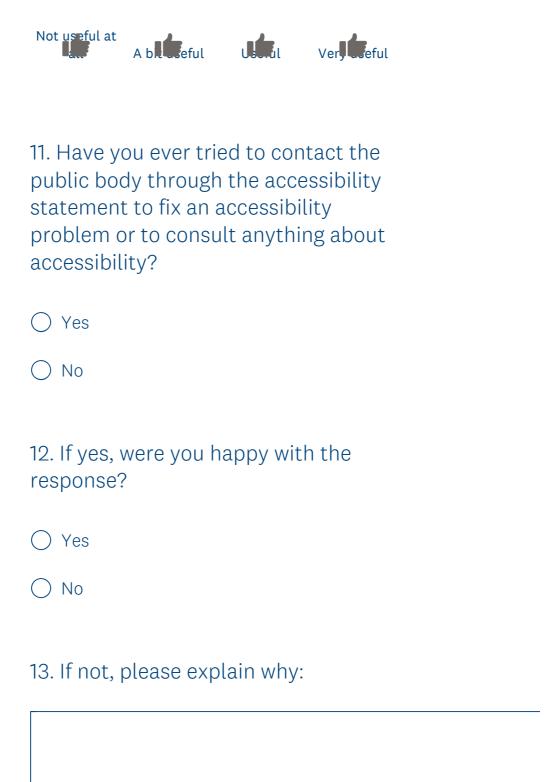
* 7. Do public sector websites in your country include an accessibility statement? *This question covers national, regional and local bodies of*

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.



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



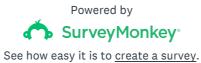
* 14. Do you know which is the public agency/department responsible for the implementation of web accessibility to which you can complain when a public website does not fix its accessibility?

○ 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,

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 email address.
Email Address

Done



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