

# ComparePAL

This digital accessibility statement applies to [www.comparepal.co.uk](http://www.comparepal.co.uk)

Here at Compare PAL, we're committed to making our website accessible for everyone, regardless of ability or technology. We want as many people as possible to be able to use our services, so that everyone can make the most of their money. If you'd like to learn how to make your device easier to use, head to [AbilityNet \(registered charity\)](#).

## Key guidelines and standards

We use valid Laravel, HTML5, CSS, and JavaScript to develop our website and aim to meet the Web Content Accessibility Guidelines (WCAG) 2.1 A standards laid out by World Wide Web Consortium (W3C). You can read the Web Content Accessibility Guidelines on their [website](#).

As it stands, we use several testing methodologies to try and make our website better. These include, but aren't limited to, regular user testing and readability tools. When we run user testing sessions, we do our best to make sure we include users who are vulnerable, or who have a known disability.

## Known exceptions

We are working to achieve and maintain WCAG 2.1 A standards, but at the moment it's not always possible for all our content to be accessible.

We're aware of some areas of our site that we need to work on. These include, but aren't limited to:

- Our site's compatibility with visual assistive technology, such as:

- Our main menu's navigation and some of our pages may not have skip links
  - Error messages may not be communicated to assistive technology users
  - Some of our form's controls and links which may not be grouped together or labelled correctly
  - We may have inaccurate [ARIA labelling](#) where we haven't used semantic HTML mark-up
  - Sometimes focusing on non-visible content
  - The relevance of our alt-text
- Our site's keyboard navigation
  - Adding captions and/or transcripts to some of our videos
  - Some parts of the site still contain language that might be deemed above a reading age of 12-13
  - Our mobile app

We will do our very best to improve this list over time. We will review our entire statement, and this list in September 2021.

## **Third party exceptions**

Our site sometimes features third party content or functionality from other organisations. This may include:

- survey tools to collect feedback from users
- insight tools which tell us how people are using the website
- applications for creating forms and storing data

We also work with third parties to run certain parts of our site on our behalf. We can't always guarantee how accessible any third-party content will be, and do not assume

any responsibility for third-party applications. However, we will work with them to try and ensure that they meet WCAG 2.1 A standards.

## Contacting us

We are always looking for ways to help people get the best experience from our website. Please contact us at [customerservices@comparepal.co.uk](mailto:customerservices@comparepal.co.uk) if you have any problems using our site. Please be as specific and detailed as you can, as this will help us to put things right. You're also welcome to let us know what you like and find useful. The World Wide Web Consortium (W3C) has [useful tips on contacting organisations about inaccessible websites.](#)