*Fill in the accessibility statement according to the instructions and pay particular attention to the underlined parts. This statement refers to website by default, but the term can be changed to another if necessary, such as a digital service or a mobile application. Please remember to use the same term throughout the statement. Remove instructions and underlining from the final statement.*

# Accessibility statement

This accessibility statement applies to the XXX website (www.xxx.fi) run by the City of Helsinki. This statement explains the website’s accessibility and how to submit accessibility-related feedback.

## How accessible is this website?

Finland’s Act on the Provision of Digital Services states that public websites must be accessible. In other words, everyone should have an equal opportunity to use websites.

*Compliance status. Choose one of the following:*

The website is fully complaint with all of the statutorily mandated accessibility requirements (WCAG criteria 2.1, A and AA standards).

*or*

The website is for the most part complaint with all of the statutorily mandated accessibility requirements (WCAG criteria 2.1, A and AA standards). The website has some accessibility shortcomings which are described in more detail below.

*or*

The website is partially complaint with the statutorily mandated accessibility requirements (WCAG criteria 2.1, A and AA standards). The website has significant accessibility shortcomings which are described in more detail below.

*or*

The accessibility of the website has not yet been assessed. We will commission an assessment of the website’ accessibility by XXXX.

*If the website is fully complaint with the accessibility requirements, complete the next section: Accessibility assessment.*

*If the website is for the most part or partially complaint with the accessibility requirements, complete the following sections: Non-accessible content, Content outside the scope of the applicable legislation and the Accessibility assessment.*

*If the website's accessibility has not been assessed, omit the following sections: Non-accessible content, Content outside the scope of the applicable legislation and Accessibility assessment.*

### Non-accessible content

The website is not fully accessible. The content or functions listed below are not fully complaint with the statutory mandated accessibility requirements. We strive to continuously correct any detected shortcomings. This accessibility statement’s list of shortcomings is updated every time we rectify a shortcoming.

*List the detected shortcomings.*

#### Assign a title to the specific accessibility shortcoming, for example: Icons

* Describe the accessibility shortcoming in more detail, for example: Not all icons have a text equivalent. (WCAG 1.1.1)

### Content outside the scope of the applicable legislation

*Omit this section if it is not essential in terms of the website.*

The accessibility requirements do not apply to the following content:

* training material used on a temporary basis for limited groups
* material put out by users or other external parties that is not produced, funded or monitored by the service provider
* material from cultural heritage collections that cannot be changed to a form that meets the accessibility requirements
* maps not intended for navigational use (for example, weather or terrain maps)
* MS Office files (for example, .doc, PDF and ODT) that were published before 23 September 2018
* online content that was archived before 23 September 2018
* live video or audio broadcasts that are not recorded for purposes of being saved or re-released
* video or audio recordings released before 23 September 2018

## Accessibility assessment

The accessibility assessment follows the City of Helsinki’s operational guidelines and methods that aim to secure the service’s accessibility throughout every work stage.

*Select one of the following:*

The accessibility of the website has been assessed by both a self-assessment and a third-party expert audit. The assessment included programmatic accessibility testing and a manual examination of the website and its content.

*or*

The accessibility of the website has been assessed by a third-party expert audit. The assessment included programmatic accessibility testing and a manual examination of the website and its content.

*or*

The accessibility of the website has been assessed by a self-assessment. The assessment included programmatic accessibility testing and a manual examination of the website and its content.

## Did you notice shortcomings in accessibility?

We aim to continuously improve the accessibility of our website. If you encounter non-compliant content on the website that is not described on this page, please report it to us. [Send your feedback by filling out the City of Helsinki’s feedback form](https://palautteet.hel.fi/en/).

## Accessibility monitoring

The Regional State Administrative Agency for Southern Finland enforces compliance with accessibility requirements. If you are dissatisfied with the reply you received from us about a detected accessibility shortcoming or you did not receive a reply within 14 days, you may submit a complaint or request for information to the Regional State Administrative Agency for Southern Finland. The website of the Regional State Administrative Agency of Southern Finland has information on submitting a complaint and how complaints are processed.

Regional State Administrative Agency for Southern Finland  
Accessibility Monitoring Unit  
E-mail: saavutettavuus@avi.fi  
Telephone number: +358 295 016 000 (Switchboard)

[www.webaccessibility.fi](https://www.webaccessibility.fi/)

## Accessibility statement information

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[Act on the Provision of Digital Services (306/2019)](https://www.finlex.fi/fi/laki/alkup/2019/20190306)