

Accessibility statement for MyHACCP

This accessibility statement applies to myhaccp.food.gov.uk.

This website is run by the Food Standards Agency. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- 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)

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible. You can see a full list of any issues in the Non-accessible content section of this statement.

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- Email: fsa.communications@food.gov.uk
- Phone our Helpline: 0330 332 7149 (open 9.00 until 17.00, Monday to Friday)

We'll consider your request and get back to you in 5 working days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact:

- Email: fsa.communications@food.gov.uk
- Phone our Helpline: 0330 332 7149 (open 9.00 until 17.00, Monday to Friday)

[Read tips on contacting organisation about inaccessible websites.](#)

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the ‘accessibility regulations’). If you’re not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

If you are in Northern Ireland and are not happy with how we respond to your complaint you can contact the [Equalities Commission for Northern Ireland](#) who are responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the ‘accessibility regulations’) in Northern Ireland.

Technical information about this website’s accessibility

The Food Standards Agency is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

Non-accessible content

The content listed below is non-accessible for the following reasons.

Non-compliance with the accessibility regulations

The content that is not accessible is outlined below with details of planned dates for when issues will be fixed.

- Some of the resources are in PDF format and are not fully accessible as they contain complex flowcharts. We plan to fix these by September 2022, if not sooner.
- Some of our pages scroll in two dimensions on small screens. The problem is most common with tables on mobile devices. We recommend using a different device to view the tables in full. WCAG 2.1 AA 1.4.10 Reflow.
- Some of our pages have links that are not unique and do not have a clear description. It could be confusing for some users as the links would not be clear out of context. WCAG 2.1 2.4.4 Link Purpose (in context).

Disproportionate burden

We have not made any disproportionate burden claims.

Content that’s not within the scope of the accessibility regulations

PDFs and other documents

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they’re not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

Preparation of this accessibility statement

This statement was prepared on 21 September 2020. It was last reviewed on 26 July 2021.

This website was last tested on 26 July 2021. All pages are checked via our automated checking service.