

Accessibility statement for the Food Hygiene Ratings service

This accessibility statement applies to the Food Hygiene Ratings service ratings.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 400% 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 we currently know about 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 9am until 5pm, Monday to Friday)

We will consider your request and get back to you within 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 9am until 5pm, Monday to Friday)

[Read tips on contacting organisations 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 2.2](#) AA standard, due to the non-compliances and exemptions listed below.

Non-accessible content

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

Non-compliance with the accessibility regulations

Online Maps

The controls for the "Bing Maps" component on the Search Results page fail WCAG 2.4.3 Focus Order (A), 2.1.1 Keyboard (A), and 4.1.2 Name, Role, Value (A). We do not currently plan to fix this; please see also the reference to "Online Maps" in the "Content that's not within the scope of the accessibility regulations" section.

If you find an issue that we have yet to identify, please contact us using one of the routes described in the 'Reporting accessibility problems with this website' section of this statement.

Disproportionate burden

At this time, we have not made any disproportionate burden claims.

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

Online Maps

Our service includes the use of online maps to show certain geographical information, such as the locations of businesses, on the search results page. These are not used for navigational purposes and are exempt under the regulations. The location of businesses is available in accessible text format on the same page. If you require the information presented in an online map in a different format, please contact us to discuss reasonable adjustments.

Preparation of this accessibility statement

This statement was prepared on 19 September 2024 It was last reviewed on 19 September 2024.

This website was last tested on 9 February 2024. The test was carried out by the Digital Accessibility Centre (DAC).

We tested the service based on a user's ability to complete key journeys. Journeys were chosen on a number of factors including usage statistics, risk assessments and subject matter.