

Accessibility statement for the Water Redress Scheme (WATRS) pages of www.cedr.com

This website is run by the Centre for Effective Dispute Resolution. 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 currently not fully accessible:

- the filter form controls on the decisions page are presenting twice to screen reader users, with the second version appearing as unlabelled
- some links, like the phone number links and email address links have blank characters at the beginning making it harder for screen reader users to jump to those links
- some video content does not have a transcript or captions making it difficult or impossible for deaf or hard of hearing users to access the video content
- some pages do not parse an HTML validator and may present in an unexpected way
- some downloadable documents are not fully accessible but only contain minor issues

- some links to downloadable documents do not contain the file type and size information

What to do if you cannot access parts of this website

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

- email applications@watrs.org
- Free call 0800 008 6909

We'll consider your request and get back to you in 3 working days.

If you cannot view the map on our 'contact us' page, call or email us on the details provided above for directions.

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 us at applications@watrs.org.

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 \(EASS\)](#).

Technical information about this website's accessibility

Centre for Effective Dispute Resolution is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances listed below.

Non accessible content

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

Non compliance with the accessibility regulations

The filter form controls on the decisions page are presenting twice to screen reader users, with the second version appears as unlabelled. This does not meet WCAG 2.1 success criterion 1.1.1, 1.3.1, 1.3.5, 3.3.2 and 4.1.2.

Some links, like the phone number links and email address links have blank characters at the beginning making it harder for screen reader users to jump to those links. This does not meet WCAG 2.1 success criterion 1.3.1 and 2.4.4.

Some video content does not have a transcript or captions making it difficult or impossible for deaf or hard of hearing users to access the video content. This does not meet WCAG 2.1 success criterion 1.1.1, 1.2.1, 1.2.2 and 1.2.3.

Some pages do not parse a HTML validator and may present in an unexpected way. This does not meet WCAG 2.1 success criterion 4.1.1 and 4.1.2.

Some downloadable documents are not fully accessible but only contain minor issues. This does not meet WCAG 2.1 success criterion 1.3.1 and 2.4.4.

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

PDFs and other documents

Many of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).

Some of our PDF documents are essential to providing our services. For example, we have PDFs with information on how users can access our services. By July 2023, we plan to either fix these or replace them with accessible HTML pages.

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 PDF documents we publish will meet accessibility standards.

How we tested this website

This website was last tested on 27 June 2022. The test was carried out by Shaw Trust Accessibility Services.

Shaw Trust tested:

- our main website platform, available at <https://www.cedr.com/>
- our Water Redress Scheme (WATRS) pages accessible at: <https://www.cedr.com/consumer/watrs/>

What we're doing to improve accessibility

We plan to improve accessibility on the WATRS website and plan on having this done by July 2023.

This statement was prepared on 1 July 2022. It was last updated on 15 July 2022.