

trustmediation

~ not-for-profit dispute resolution ~

Tel: 0207 353 3237 Fax: 0207 583 9521

www.trustmediation.org.uk info@trustmediation.org.uk



Trust Mediation Limited
218 Strand
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ACCESSIBILITY STATEMENT

This is the official accessibility statement for www.trustmediation.org.uk. It is our intention that all pages on this website are accessible to all and that all pages are deemed accessible to the highest standards defined. We believe all pages are in full compliance with all available accessibility standards and guidelines from W3C Web Accessibility Initiative (WAI).

Features to enhance the site's accessibility

These features have been provided to help make our site as accessible as possible to as many people as possible

On each page a 'skip to main content' link allows direct access past the navigation bars to the page's main content;

All text should be resizable using a browser text-resize option;

Alternative user-defined style sheets can be applied to allow changes in the site's appearance without affecting the readability or accessibility of the information;

HTML heading elements have been used to represent page structure, supporting assistive technologies that allow page navigation from heading to heading;

All hyperlinks should make sense when read out of context,

All images have been given appropriate alternative text;

A navigation bar linking to the main sections of the site is provided at the top and bottom of each page;

A 'breadcrumb trail' navigation feature is provided to help navigation;

The site has been tested to ensure that it is accessible in a wide range of browsers;

This site can be navigated without the use of a mouse.

INSTRUCTIONS TO USERS

The Size of the Text

You can make the text either bigger or smaller to suit you. How you do it depends on the system and web browser which you use. This is how to change the text size in the most commonly used browsers:

PCs

If you use Internet Explorer, go to "View" on the top menu bar of the browser, scroll down and select "Text Size", then choose the size you need;

If you use Netscape, Mozilla and Internet Explorer, go to "View" in the top bar, select "Text Zoom" or "Text size" and choose the size you need.

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Macs

In Netscape or Internet Explorer, go to "View" in the top bar, then select "Text Zoom" or "Text size" and choose the size you need;

In Safari go to "View" in the top bar of the browser, then choose "Make text bigger" or "Make text smaller" in the dropdown menu.

If you use another browser, you may need to refer to the "Help" function for instructions on how to change the text size.

Making web pages look simpler

You can change the appearance of pages (the style sheet) to make them easier to read. This is how to change the style sheet in the most commonly used browsers:

PCs

In Internet Explorer, go to "Tools" on the top menu bar, select "Internet Options", then click on the "Accessibility" button. Click the top 3 boxes in the pop-up window. If you want to make your own style, you can do it by following the instructions in the lower half of the pop-up window.

Macs

In Internet Explorer under the "Explorer" menu, select "Preferences", then "Web Browser" then "Web Content". In the "Page Content" area, clear the check boxes next to the items you don't want, including the style sheet;

If you are using Safari, go to the "Safari" menu, select "Preferences" then "Advanced".

Other style sheets can be attached here.

If you use any other browser, you may need to refer to the "Help" function for instructions on how to change the appearance of the webpage(s).

Page layouts

Most of the pages on the website have been arranged in columns and you will find that:

The left-hand column will always contain navigation menus;

The right-hand column contains panels of related information, product features and promotions;

The middle column will always contain the main content of the page.

Portable Document Files ("PDFs")

You may find items on the website that are provided in a "PDF" format. You will need to have Adobe Reader® - Version 5 or above on your computer to read these documents.

If you do not have Adobe Reader® on your computer, you can download it from the Adobe website at: www.adobe.com/products/acrobat/readstep2.html (opens in a new browser window)

However, if you want the item to be provided in HTML format, we can provide it next to/ in conjunction with a PDF file or, alternatively, give you a link to Adobe's website to convert the PDF file to HTML format. Links to PDFs and other websites

Links and navigation aids

Links to external websites open a new browser window where this is supported by the browser otherwise the same browser window is used. This should be noted in the title of the link;

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Links are written to make sense out of context;

Images

All content images used in this site include descriptive ALT attributes. Purely decorative graphics include null ALT attributes;

All images used to convey information have alternative text descriptions.

Visual Design

Content has been separated from visual design and cascading style sheets (CSS) are used for visual layout;

Content is listed above navigation within the code to assist text based browsers and assistive technologies;

This site uses tables for visual layout. Where used solely for layout purposes, table headers are not used;

Cascading Style Sheets have been used to control the presentation of pages and properly structured markup has been used for content;

Style sheets are used to designate font size and colour, both in "ordinary" text and linked text, and background and other visual layout aspects of tables;

If your browser does not support stylesheets or the browsing device is turned off, the content of each page is still readable;

This site uses only relative font sizes, compatible with the user-specified "text size" option in visual browsers, which allows users to resize text as needed.

Standards Compliance

We have done our best to ensure this site is as accessible as possible, but it can happen that accessibility problems do arise despite our best efforts. If you do find any accessibility barriers that affect or prevent your use and enjoyment of the site, please let us know and we will do our best to address the problem as soon as possible.

CONTACT

All comments, queries and requests relating to the Website are welcomed and should be addressed to info@trustmediation.org.uk or to the registered office of Trust Mediation Ltd, 218 Strand, London WC2R1AT

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