

Accessibility statement

This accessibility statement applies to the Helsinki City feedback service in <https://palautteet.hel.fi/en/>. This statement explains the digital service's accessibility and how to submit accessibility-related feedback. The City of Helsinki is responsible for this digital service. This statement explains the digital service's accessibility and how to submit accessibility-related feedback.

Objective of the City of Helsinki

Regarding the accessibility of its digital services, the City of Helsinki's objective is to achieve the AA level or higher, as defined in the Web Content Accessibility Guidelines (WCAG).

How accessible is this digital service?

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

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

Non-accessible content

The digital service is not fully accessible. The content or functions listed below are not fully compliant 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.

Map component

- The radio buttons used to filter feedback on the Feedback on the map and Search feedback pages have no technical role, which means that screen readers describe the radio buttons incompletely. (WCAG 4.1.2)
- It is not possible to move the location on the map using only the keyboard. (WCAG 2.1.1, 2.5.1)
- The map contains elements that are inadequately named for screen readers. This makes it difficult to navigate the map with a screen reader. (WCAG 1.3.1, 4.1.2)
- The contrast of the selected map name is insufficient. (WCAG 1.4.3)

Mobile navigation

- The language menu has technical accessibility issues, which makes using the menu with assistive devices challenging in some places. (WCAG 4.1.2)
- The navigation menu resembles a modal, but the technical implementation is flawed, which means that the focus may fall outside the menu. (WCAG 2.4.7, 4.1.2)

Service navigation

- The change language links have been implemented incorrectly from a technical standpoint, which means that screen readers describe the links unclearly to the user. (WCAG 1.3.1, 4.1.2)

- The change language links lack the technical language specification corresponding to the language. (WCAG 3.1.2)
- The text equivalent of the logo link leading to the City of Helsinki's front page is incomplete. (WCAG 1.1.1)

Forms

- The radio button groups in the feedback form do not display any visual keyboard focus. (WCAG 2.4.7)
- Error messages in feedback and problem report forms may go unnoticed if the user is using a screen reader. (WCAG 2.4.3)
- The subject selection includes functional elements whose technical role does not correspond to the way the elements work. (WCAG 4.1.2)
- The error message on the form is always in Finnish, regardless of the language of the website. (WCAG 3.3.3)
- Focus management is inadequate; when a new page view is loaded, the focus remains at a random point in the page content. (WCAG 2.4.3)

Searching and browsing feedback

- The Feedback on the map and the Search feedback pages contain links and buttons with incomplete accessible names or no accessible names at all. (WCAG 4.1.2)
- The technical language definition of the feedback texts published on the website does not necessarily correspond to the language of the feedback. (WCAG 3.1.2)
- The page selected in the Search feedback section is highlighted only by color. (WCAG 1.4.1)
- The search results for feedback are not given HTML headings, which can make it difficult to browse the view with assistive technologies. (WCAG 1.3.1)

General accessibility issues

- The Information about the feedback service page contains accordion elements that are not fully accessible; the accordions cannot be accessed using a keyboard. In addition, the technical type and status information of the accordion is not communicated to the screen reader. (WCAG 2.1.1, 4.1.2)
- The links in the footer, for example to the privacy policy, open a PDF file without providing the user with any prior information. (WCAG 2.4.4)
- The Information about the feedback service page contains links whose purpose cannot be determined directly from the link text. (WCAG 2.4.4)
- The technical implementation of the My Information and My Feedback elements in the user profile is incorrect, which causes screen readers to describe the elements unclearly in some places. (WCAG 1.3.1, 4.1.2)
- In the user profile, the keyboard focus indicator does not meet the contrast requirements. (WCAG 1.4.11)
- The delete icons for attachments are not consistent across the different functions of the service. (WCAG 3.2.4)
- The main content area is technically incorrectly marked twice. (WCAG 1.3.1)
- In the English and Swedish language versions, the content areas of the page are technically incorrectly named. (WCAG 1.3.1)
- The use of heading levels is incomplete in places, and HTML headings do not always follow a strict heading hierarchy. (WCAG 1.3.1)

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.

Accessibility has been verified by an external expert. Accessibility has been verified using a programmatic accessibility check and a manual check of the website and its content.

Did you notice shortcomings in accessibility?

We aim to continuously improve the accessibility of our digital service. If you encounter non-compliant content on the digital service that is not described on this page, please report it to us.

Please provide feedback using the feedback form or by emailing neuvonta@hel.fi.

The Participation Unit of the Communications Department in the Helsinki City Executive Office is responsible for the accessibility statement of the feedback service.

Accessibility monitoring

Finnish Transport and Communications Agency Traficom monitors compliance with accessibility requirements.

If you are not satisfied with the response you receive, or do not receive a response within two weeks, you can submit a report to Traficom. Traficom's website provides detailed information on how to submit a report and how the matter will be handled.

Finnish Transport and Communications Agency Traficom
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Accessibility statement information

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