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 complaint 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 complaint 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 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)

Searching and browsing feedback

- 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)

General accessibility issues

- The delete icons for attachments are not consistent across the different functions of the service. (WCAG 3.2.4)
- In the English and Swedish language versions, the content areas of the page are technically incorrectly named. (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
Digital Accessibility Supervision Unit
www.webaccessibility.fi
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Telephone switchboard 029 534 5000

Accessibility statement information

The website was published on April 19, 2023.

The statement was prepared on February 17, 2026.

The statement was last updated on October 22, 2026.

Act on the Provision of Digital Services (306/2019)