

Accessibility statement

This accessibility statement concerns the City of Helsinki's Feedback Service. The address of the website is <https://palautteet.hel.fi>

The City's objective

Helsinki's objective for the accessibility of the digital services is to strive for at least the AA level, or better, of the WCAG guidelines (Web Content Accessibility Guidelines), if it is reasonably possible.

Compliance status

This website meets the critical accessibility requirements as required by the law in accordance with the AA level of the WCAG 2.1 guidelines, with the following non-compliance.

Non-accessible content

The content described below does not yet meet all the accessibility requirements as required by the law.

Non-compliance with accessibility criteria

In the feedback form, keyboard and screen reader alignment does not return to the top of the page when making selections (WCAG 2.1: (2.4.3. Focus Order)

Multiple elements are not highlighted when visually aligned (WCAG 2.1: (2.4.7 Focus visible)

Topics cannot be assigned using keyboard tab-scrolling (WCAG 2.1: 2.1.1 Keyboard).

Correcting the non-compliance

Efforts are constantly being made to remedy the accessibility shortcomings identified. The list of accessibility shortcomings observed, as presented in this statement, will be updated as shortcomings are corrected.

Requesting information in accessible format

Due to these deficiencies, you can request the non-accessible content from the administrator of this website.

City Executive Office/ Communications / Participation and Citizen Information Unit
Pohjoisesplanadi 11-13 Hki 17
PO. Box 1

00099 City of Helsinki

Give feedback using this online form (<https://palautteet.hel.fi>) or send an email to palaute@hel.fi

Preparing an accessibility statement

This statement has been prepared on 3 November 2025.

Evaluation of the accessibility

The accessibility evaluation has been carried out in accordance with the City of Helsinki's working instruction and methods, the aim of which is to ensure the accessibility of the website in all working phases.

The accessibility has been checked using programmatic accessibility checking and manual checking of the website and the contents.

Defects reported by the evaluation tools were reviewed and, if necessary, corrected.

External expert auditing has been carried out by Unicus Oy.

Updating the accessibility statement

The accessibility of the website is managed with continuous supervision as the technology or content changes, and through periodic checks. This statement is updated in connection with changes to the website and the accessibility checks.

Feedback and contact information

The entity responsible for site accessibility:

City Executive Office/ Communications / Participation and Citizen Information Unit
Pohjoisesplanadi 11-13 Hki 17
PO. Box 1
00099 City of Helsinki

Requesting information in accessible format

If the user finds that they have not received the contents of the website in accessible format, they can request this information by e-mail palaute@hel.fi or through the feedback form <https://palautteet.hel.fi>.

Requesting information in an accessible format

If a user feels that content on a website is not available in an accessible format, they can request this information by e-mail at palaute@hel.fi or through the feedback form at <https://palautteet.hel.fi>. The aim is to reply to the enquiry within a reasonable time frame.

Legal protection of accessibility, enforcement proceedings

If the person finds that their report or enquiry has not been answered or that the answer is not satisfactory, the matter can be reported to the Finnish Transport and Communication Agency Traficom. You will find detailed information about how the matter is dealt with on the website of the Finnish Transport and Communication Agency Traficom.

Finnish Transport and Communications Agency Traficom
Digital Accessibility Supervision Unit

www.webaccessibility.fi
saavutettavuus@traficom.fi

telephone switchboard 029 534 5000

Helsingin kaupunki ja saavutettavuus

The city promotes the accessibility of digital services by streamlining publishing work and organising accessibility-related training for its staff.

The accessibility level of websites is monitored constantly during their maintenance. Immediate action will be taken if deficiencies are found. The aim is to carry out the necessary modifications as quickly as possible.

The disabled and users of assistive technology

The City offers guidance and support to the disabled and users of assistive technology. Support is available through the assistance pages on the City website and the telephone service.

Approval of the accessibility statement

This statement was approved on 3 November 2025 by
City Executive Office/ Communications / Participation and Citizen Information Unit
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