

Accessibility Statement

Version 1.1. PDF (latest version)

Last Updated: September 2026

1. PURPOSE

- 1.1. Impress Dispute Resolutions Ltd ("IDR", "we", "us", "our") strives to ensure that its digital services and dispute portal are accessible to people with disabilities. IDR has invested resources to help ensure access for all users, with the strong belief that every person has the right to live with dignity, equality, comfort, and independence.
- 1.2. In the event that users of Impress Dispute Resolutions Ltd. wish to provide comment and/or raise a complaint about accessibility issues arising from services provided by IDR they should contact info@impressdisputeresolutions.org.
- 1.3. If an issue raised with IDR is not resolved to the satisfaction of the user, they can contact the [Competition and Consumer Protection Commission](#).
- 1.4. Digital accessibility is not just a target we aim to achieve, but an ongoing commitment across every aspect of our digital service delivery. We recognize that this requires continuous monitoring, evaluation, and adaptation to maintain an inclusive user experience for all individuals seeking out-of-court dispute settlement under the [Digital Services Act](#) (DSA).

2. STANDARDS AND CONFORMANCE

- 2.1. To accomplish our accessibility goals, we align our web services and portal with industry-standard accessibility methods and tools, specifically following the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#), as set forth by the World Wide Web Consortium (W3C)—the international standards-setting body for the internet. Further our services are provided in accordance with the obligations set out in the European Union ([Accessibility Requirements of Products and Services](#)) Regulations 2023 (S.I No 636/2023).
- 2.2. Our digital platforms are designed to incorporate key accessibility

capabilities, including but not limited to:

- a) **Alternative Text:** Images and non-text media carry descriptive alternative text where required to support screen reader users.
- b) **Keyboard Navigation:** Navigation controls feature clear visual focus indicators and logical tab structures to support visitors navigating without a mouse.
- c) **Contrast and Display Flexibility:** Supporting clear text-to-background contrast ratios and scalable text sizes to assist users with low vision or color vision deficiencies.
- d) **Content Structure:** Applying clean HTML markup and semantic elements to ensure assistive technology can interpret and present site content accurately.