Accessibility statement for Queue-it's default waiting room pages

This accessibility statement applies to Queue-it's default waiting room pages (here called "Queue-it Queue Front") which are provided to all Queue-it customers.

At Queue-it, we want to ensure our waiting rooms align with our customer's accessibility standards. For our customers' online visitors, this could mean they can for example:

- zoom in up to 300% without the text spilling off the screen
- navigate most of the waiting room page using just a keyboard
- navigate most of the waiting room page using speech recognition software
- listen to most of the waiting room page using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the waiting room page text as simple as possible to understand.

How accessible is Queue-it Queue Front?

Queue-it's Queue Front is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

We know some parts of Queue-it Queue Front are not fully accessible:

- The option to change languages is unlabelled.
- The option to change languages has a low level of contrast for between the drop-down menu and background.
- Some error messages are not descriptive and do not let users know how to resolve the error. For example, if users enter their email address incorrectly.
- Not all elements on the page have accessible names.

These non-compliances are described in further detail below.

How do I report accessibility problems with Queue-it Queue Front?

We're always looking to improve the accessibility of our default waiting room pages.

If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: info@queue-it.com.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility

regulations'). If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

Technical information about Queue-it Queue Front accessibility

Queue-it is committed to making its default waiting room pages accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

Queue-it Queue Front is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.

Non-accessible content

The content listed below is non-accessible for the following reasons.

Non-compliance with the accessibility regulations

- Not all user interface elements have labels or instructions. This may make some features difficult to understand or use. For example, the language drop down menu does not have any instructions. This fails WCAG 2.1. success criterion 3.3.2 (labels or instructions).

- When using the language drop down menu, a language is selected and the page re-loaded without confirmation from the user. This could be confusing or present challenges for some users and fails WCAG 2.1. success criterion 3.2.5 (change on request).

- Some HTML elements are incorrectly nested. For example, an H1 element contains an image element. This fails WCAG 2.1 success criterion 4.1.1 (parsing).

- When users incorrectly enter their email address there are no suggestions made to help solve the issue. This could include incorrectly formatted email addresses such as a missing '@' symbol or domain name. This fails WCAG 2.1. success criterion 3.3.3 and 3.3.6 (error suggestion and error prevention)

- Some user interface elements do not have accessible names. This could present issues when using the website with assistive technologies. This fails to meet WCAG 2.1. success criterion 4.1.2 (name, role, value)

- The contrast of some non-text user interface elements do not meet minimum contrast requirements. This fails to meet WCAG 2.1. success criterion 1.4.11 (non-text contrast)

What we're doing to improve accessibility

We are continuing to audit Queue-it Queue Front to make regular accessibility improvements to make sure that the default waiting room pages are both compliant and usable. These accessibility improvements are integrated into Queue-it's product roadmap.

Preparation of this accessibility statement

This statement was prepared on 12 January 2023.

This website was last tested in December 2022. The test was carried out by Accessible by Design.