

# Complaint against a violation of accessibility of digital services offered by public authorities

Do you have problems using digital offers of a public authority of the Free Hanseatic City of Bremen or do you encounter technical barriers?

Have you informed the provider and received no or only unsatisfactory answers? Then you can contact the Central Office for Barrier-free Information Technology.

## Competent Department

- [Zentralstelle für barrierefreie Informationstechnik](#)

## Basic information

Digital appearances and offers are barrier-free if they are perceptible, operable, comprehensible and robustly designed for disabled people. These 4 principles are taken from the Web Content Accessibility Guidelines WCAG 2.1.

A self-determined participation in digital life is made possible for handicapped persons, if the offers

- in the generally usual way,
- without special complication
- and in principle without foreign assistance

are discoverable, accessible and usable. The use of aids required due to disabilities is permitted.

Digital appearances and offers are websites, applications for mobile devices and other apps as well as graphic program interfaces, such as information and service terminals and data carriers.

Barrier-free information technology also includes electronically supported administrative processes, including their procedures for electronic transaction processing and electronic file management.

If you encounter barriers to digital appearances and offers from public bodies, you have the right to complain to the public body.

## Requirements

If you encounter problems and barriers with digital services offered by public authorities, please first contact the public authority itself and ask for the barriers to be removed.

A complaint to the Central Office for Barrier-free Information Technology is possible if:

- There has been no reply from the public authority within two weeks
- The public authority declares that a barrier-free design of partial areas is disproportionate and you would like to have this checked
- No satisfactory answer was given and the barrier still exists
- After 23.09.2020 there is no declaration on accessibility

## Procedure

Upon receipt of the complaint, the Central Authority will take the following steps:

1. Examines whether actual infringements of accessibility can be established
2. The public body is requested to remedy the deficiencies within a specified period. It receives proposals for implementation.
  - If the public authority does not comply with the complaint, it must give reasons for this to the central office
  - All parties involved are informed about the status of the procedure
3. Conclusion of the enforcement procedure by means of a summary final notification to the user, including a reference to a conciliation procedure and an explanation of its implementation. The Central Office for Accessible Information Technology shall inform the public body and the competent supreme Land authority of the final notification.