

The Rail Ombudsman – Accessibility Statement

Introduction & Statement of Intent

The Rail Ombudsman is committed to delivering a service that is accessible to all. In addition to our duties under the Equality Act 2010, we are also committed to supporting vulnerable people accessing our services.

This statement refers to the accessible design and functionality of our service, our approach to accessible services, and how we commit to delivering them.

We very much welcome feedback about the accessibility of our service. We have established an internal Accessibility Committee to review feedback and ensure that our service is accessible and meets user needs on an ongoing basis.

1) Accessing our service

Our service is designed to be accessible to all. This means we offer a range of contact channels and information in accessible formats.

If you have any specific needs, we will work to ensure that reasonable adjustments are made wherever it is possible for us to do so. You can tell us about your needs in our application form, or through other contact channels such as over the phone to our dedicated team and we will do what we can to help.

2) Languages and formats

Our information is available in either English or Welsh.

We also welcome enquiries, complaints and applications in different formats. Please tell us what you require, and we will provide this information as quickly as possible. This may include requesting the following:

- Braille
- Large print
- Spoken word / telephone
- Easy Read
- Digital or hard copy format
- Coloured paper or colour contrast
- Video call (during mediation only)
- British Sign Language
- A document translated to the Welsh language

Our dedicated team can also help in the following ways:

- Helping you to complete the paperwork needed to initiate a complaint

- Reading documentation to you if required
- Speaking to a third-party representative if you ask us to
- Agreeing other formats to communicate with you where, for example, telephone contact may not be a suitable method of correspondence
- Providing documents in a different language

Sign language interpreter

British Sign Language users can contact us using a Sign Language interpreter, through the InterpretersLive! Service provided by Sign Solutions.

The InterpretersLive! service is **available on-demand 5 days a week between (09.00 and 17.00)** You can also pre-book BSL Video Interpreters and other types of remote communication support for anytime and anywhere via any video platform of your choice.

Click to connect now: [InterpretersLive!](#)

User guides are available to support users of the InterpretersLive! service. Please select an option for more information.

- Video User Guide – <https://pubhtml5.com/zrtv/drhv>
- Device Requirements – <https://online.pubhtml5.com/zrtv/vzpv/>

3) Digital accessibility

We apply the Web Content Accessibility Guidelines to our website. This means you can access our services using the technology that suits you, including screen readers, for example. We use independent audits to assess the level of accessibility and have previously attained compliance with WCAG 2.1 to AA level conformance. We are currently working towards compliance with the recently released WCAG 2.2 standard.

For advice on making your device easier to use if you have a disability, please see: <https://mcmw.abilitynet.org.uk/>

4) Reasonable adjustments

If you have specific needs, we will make reasonable adjustments where it is possible for us to do so. You can tell us about your needs via:

- Our complaint form
- Telephone on **0330 094 0362**
- Textphone on **0330 094 0363**
- SMS or WhatsApp on **07427 580 060**
- Via a British Sign Language call (details under Contact Us webpage)
- Email at info@railombudsman.org
- In writing to FREEPOST – RAIL OMBUDSMAN

Please explain your needs and we will let you know what we can do.

Please refer to our reasonable adjustments policy for further guidance: [Microsoft Word - TRO Reasonable adjustments policy \(railombudsman.org\)](https://www.railombudsman.org/Word-TRO-Reasonable-adjustments-policy)

5) Reporting accessibility problems

If you find any aspect of our website or services inaccessible, please contact us through any of our contact channels to let us know and we will review the issue and, if possible, rectify it.



Kevin Grix
Chief Executive Officer and Chief Ombudsman

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