

TG4 Website accessibility statement and disability access

TG4 Website Accessibility Statement

TG4 is committed to making its websites and mobile applications accessible, in accordance with [European Union \(Accessibility of Websites and Mobile Applications of Public Sector Bodies\) Regulations 2020](#).

Our commitment and approach to maintaining an accessible website

TG4 is committed to:

- **Maintaining an accessible website and apps.**
- Ensuring that this website achieves “level aa” [conformance](#) to the [web content accessibility guidelines \(wcag\) 2.1](#), to comply with the national disability authority’s [code of practice on accessibility of public services and information provided by public bodies](#).
- Ensuring that all new information on the website will achieve “Level AA” conformance to the web content accessibility guidelines (WCAG) 2.1.
- Including accessibility when we procure 3rd-party systems or upgrades to existing systems.

This website’s conformance with official accessibility guidelines

The website currently has level-aa conformance to the web content accessibility guidelines (WCAG) 2.1. We have audited this website’s accessibility continually while designing and developing it.

How to send feedback on this website’s accessibility

We welcome feedback on the accessibility of this website.

Email us: access@TG4.ie

Phone us: (091) 505050

Write to us: Access, TG4, Baile na hAbhann, Co. na Gaillimhe, H91 X4T0

Some accessibility features of this website

Responsive Web Design

The design of this website will respond to the width of your screen, so that you can easily find and read what you’re looking for. The design will also respond to the size of the text, so you can increase the size as much as you need to.

WCAG Level AA Compliant

This website's code complies with the POUR (Perceivable, Operable, Understandable and Robust) Accessibility Principles, whereby opened tags are closed correctly and ALT descriptive tag are used throughout.

Feedback and contact Information

If you find any problems not listed on this page, contact Access@TG4.ie

Enforcement Procedure

If you are not happy with our response, or you want to raise an accessibility issue that is not related to this website, you can make a complaint via the Access@TG4.ie

Disability access

Access officer

The Disability Act, 2005 places a duty on public organisations to ensure that their public buildings and services are, as far as is practicable, accessible to people with disabilities.

Role of the access officer

The role of the Access Officer is to help TG4 customers and employees with disabilities to access TG4 services and information more easily. This includes:

- Ensuring compliance with the Disability Act, 2005, and addressing barriers to access for customers and TG4 staff
- Promoting accessibility best practice in communications, customer service, information technologies, buildings and procurement
- Liaison on disability matters with customers, employees, TG4 business areas, statutory bodies and disability representative groups

Trevor Ó Clochartaigh,
Access Officer,
TG4
Baile na hAbhann,
Co na Gaillimhe,
H91 X4T0
Phone: 091 505050
E-mail: access@TG4.ie

TG4 procedures for dealing with complaints under section 38 of the Disability Act, 2005

A complaint may be made against TG4 if it does not comply with the provisions of Sections 25, 26, 27 and 28 of the Disability Act, 2005. These sections of the Act relate to access by persons with disabilities to:

- TG4's public buildings;
- TG4's services;
- Services supplied to TG4;
- Information provided by TG4

Inquiry Officers under the Disability Act 2005

TG4 has appointed an Inquiry Officer to investigate complaints made under section 38 of the Disability Act. The Inquiry Officer will carry out investigations in private and will produce a report which will say

- If your complaint is valid
- Whether there has been a failure by TG4 concerning your complaint

Where a failure has happened, it will outline the steps to be taken to ensure future compliance. This report will be made available to the Ard-Stiúrthóir of TG4 and to the person who makes the complaint.

Making a complaint

1. In accordance with Section 39 (2) of the Disability Act, 2005 the following are the procedures for making and investigating such complaints.
 - A complaint may be made by a person, or through his or her:
 - Spouse/partner, parent or relative;
 - Guardian or a person acting in loco parentis to that person;
 - Legal representative;
 - A personal advocate, assigned by the Citizens Information Board to represent that person;
 - Or by another person advocating on behalf of that person with his or her consent.
2. A complaint must be made in writing, which can include e-mail, and should provide all contact details for the person making the complaint.
3. The complaint should state that it is a complaint under Section 38 of the Disability Act 2005 and should, in so far as is possible, set out as clearly as possible the grounds for the complaint regarding the failure of TG4 to provide access to its buildings or services.

4. The complaint must be made to:

Ard-Stiúrthóir
TG4,
Baile na hAbhann,
Co na Gaillimhe,
H91 X4T0.
Phone: 091 505050

5. Following the receipt of the complaint, the Ard-Stiúrthóir will refer the matter to the Inquiry Officer and will advise the person making the complaint accordingly.

Investigating a complaint

1. On receipt of the complaint referred by the Ard-Stiúrthóir, the Inquiry Officer will acknowledge receipt to the person who made the complaint.
2. The Inquiry Officer will examine the complaint to establish if it relates to an alleged failure by TG4 to comply with Sections 25, 26, 27 and 28 of the Disability Act, 2005.
3. Where the Inquiry Officer considers that the complaint is frivolous or vexatious, he or she will notify the Ard-Stiúrthóir and the person who made the complaint to that effect. Otherwise he or she will investigate the complaint.
4. The Inquiry Officer may request further information/details from the person who made the complaint and may require that such information/details be furnished within a specified time.
5. The Inquiry Officer may consult with all parties which he or she considers appropriate regarding the matter.
6. In the course of the investigation the Inquiry Officer may undertake interviews with such persons which he or she considers appropriate, including the person who made the complaint, to elicit information.
7. The Inquiry Officer will maintain a written record of his or her investigation.
8. The Inquiry Officer will prepare a written report of the results of the investigation setting out his or her findings together with a determination in relation to:
 - a. Whether there has been a failure by TG4 to comply with the relevant provision of the Disability Act; and
 - b. If such a determination indicates that there has been such a failure, the steps required to be taken by TG4 to comply with the relevant provision(s) of the Act.

9. The Inquiry Officer will furnish a copy of his or her report to the person who made the complaint and to the Ard-Stiúrthóir.
10. The furnishing of the report to the person who made the complaint and to the Ard-Stiúrthóir concludes the investigation of the complaint.
11. The complainant will be advised of the right of appeal to the Office of the Ombudsman who may be contacted at:

Office of the Ombudsman,
18 Lower Leeson Street, Dublin 2.
Tel: (01) 639 5600
Fax: (01) 6395674
Email: ombudsman@ombudsman.gov.ie

Publication of this Protocol

The TG4 Complaints Procedure, as outlined above, is available to TG4 customers in alternative formats, upon request.

Tel: (091) 505050

Email: access@TG4.ie