



# Accessibility Statement for Mountmellick Credit Union Website

This is an accessibility statement from Mountmellick Credit Union.

## Conformance Status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA.

## Measures to support accessibility

Mountmellick Credit Union takes the following measures to ensure accessibility of <https://mountmellickcu.com/>

The Mountmellick Credit Union website has been scanned by our website provider using Axe DevTools, a set of browser-based and mobile development tools created by Deque Systems. A report was produced showing where improvements could be made and we partnered with our website provider to carry out this work, updating elements of the site such as colour contrast, tagging, formatting and other small fixes to improve accessibility.

**Mountmellick Credit Union Website is now fully conformant with WCAG 2.2 level AA. (as at 21<sup>st</sup> August 2025)**

PDF documents hosted on the site have been reviewed and updated using Adobe Acrobat's professional accessibility extension to ensure they can be read by accessibility tools such as screen readers. (Completed 26.08.25)

## Additional information regarding Adobe Acrobat and accessible pdfs:

If your assistive technology product is registered with Adobe as a Trusted Agent, you can read PDFs that might be inaccessible to another assistive technology product. Acrobat recognizes when a screen reader or other product is a Trusted Agent and overrides security settings that would typically limit access to the content for accessibility purposes. However, the security settings remain in effect for all other purposes

## Additional Accommodations

Mountmellick Credit Union's ethos is to make financial advice and services accessible to everyone in our common bond. We recognise that this includes members with diverse accessibility needs, as well as vulnerable individuals, those with learning difficulties, and people for whom English is not a first language. While we provide digital options for our members, we also understand the value of face-to-face, personalised service. Our staff are

committed to assessing each member's needs individually and ensuring that all necessary accommodations and adjustments are made so that every member can access our services clearly, fairly, and without barriers.

## Assessment Approach

Mountmellick Credit Union assessed the accessibility of Mountmellick Credit Union Website by the following approaches:

- ✓ Self-evaluation

## Feedback

We welcome your feedback on the accessibility of Mountmellick Credit Union Website. Please let us know if you encounter accessibility barriers on Mountmellick Credit Union Website:

- Phone: 057 862 4425
- E-mail: [info@mountmellickcu.com](mailto:info@mountmellickcu.com)
- Visitor Address: Mountmellick Credit Union Ltd., Sarsfield Street, Mountmellick, Co. Laois
- Postal Address: R32Y622
- <https://mountmellickcu.com/about-us/contact-us>

We try to respond to feedback within 5 business days.

## Formal complaints

If you are dissatisfied about how we respond to your request or complaint, you can complain to the Office of the Ombudsman under the terms of the Disability Act 2005.

Office of the Ombudsman  
6 Earlsfort Terrace  
Dublin 2  
D02 W773

Tel: +353 (0)1 639 5600

Email: [complaints@ombudsman.ie](mailto:complaints@ombudsman.ie)

Web: [www.ombudsman.ie/disability-act/make-a-complaint](http://www.ombudsman.ie/disability-act/make-a-complaint)

## Formal approval of this accessibility statement

This Accessibility Statement is approved by:

Andrew Barrett

CEO | Mountmellick Credit Union

**Date:** This statement was created on 22 August 2025 using the W3C Accessibility Statement Generator Tool.

**Note:** *This is not a certification or guarantee that the pages are accessible.*