

Accessibility Statement

We want everyone to be able to find and understand our information, contact our family team and use this website regardless of disability, technology or circumstance.

Prepared: 23 July 2026 **Last reviewed:** 30 July 2026

AT A GLANCE

The website has been designed with accessibility in mind and we are working towards WCAG 2.2 level AA. We do not yet claim full formal conformance because the complete site has not undergone an independent accessibility audit. If something prevents you from using the site, please tell us and we will provide the information or help another way.

1. Our commitment

Wealden Funeral Services Ltd is committed to providing accessible information and services. Bereavement can make it harder to process information, make decisions or use unfamiliar systems, so clarity and ease of use matter to everyone—not only to people with a recognised disability.

We aim to consider people with visual, hearing, physical, speech, cognitive, neurological and learning disabilities, as well as people using older devices, slower connections or assistive technology.

We also recognise our duty as a service provider to make reasonable adjustments for disabled people under the Equality Act 2010.

2. Standards we work towards

Our technical target is the Web Content Accessibility Guidelines version 2.2 at level AA. WCAG is an internationally recognised standard organised around four principles: content should be perceivable, operable, understandable and robust.

WCAG conformance does not by itself guarantee that a website will meet every person's needs. We therefore welcome practical feedback and will consider reasonable adjustments even where a particular issue is not expressly covered by a WCAG success criterion.

OUR CURRENT POSITION

WCAG 2.2 AA is our working target, not a claim that every page and document has already passed a complete conformance audit. Section 6 lists the limitations currently known to us.

3. Using this website

The website is intended to work with current versions of commonly used browsers and assistive technologies. Depending on your browser and device, you should be able to:

- navigate using a keyboard without requiring a mouse;
- move directly to the main content using the skip link;
- zoom and enlarge text using browser controls;

- reflow content onto smaller screens without needing to read long lines of text;
- use headings and landmarks to understand page structure;
- follow descriptive links rather than ambiguous controls;
- complete the contact form using labelled fields;
- identify and correct most form-validation errors; and
- read the principal pricing and legal information as HTML rather than relying solely on a PDF.

Browser accessibility controls

Browsers and operating systems provide controls for text size, page zoom, colour and contrast preferences, captions, voice control, screen readers and keyboard access. The exact commands depend on the device and software you use.

AbilityNet publishes independent guidance about adapting a computer, telephone or tablet through its [My Computer My Way](#) resource.

4. Accessibility features

Accessibility measures incorporated into the website include:

- a visible “Skip to main content” link for keyboard users;
- semantic page regions, headings, lists, tables and breadcrumb navigation;
- visible keyboard-focus styling on navigation, legal documents and interactive controls;
- responsive layouts intended to work across desktop, tablet and mobile screen sizes;
- text labels and instructions for contact-form fields;
- validation messages associated with the relevant form controls;
- alternative text for meaningful images and empty alternative text for images that are purely decorative;
- meaningful page titles, link text and document headings;
- HTML versions of important information, including the Standardised Price List;
- print styling for long legal documents; and
- telephone access to our family team for anyone who cannot or does not wish to use the website.

5. Current accessibility status

The website has been reviewed during development through structural code checks and manual inspection. The design and templates include measures intended to support WCAG 2.2 level AA.

On 30 July 2026, automated browser checks covered 51 public HTML routes at widths of approximately 320, 375, 768, 1024 and 1440 pixels. These checks included headings, main landmarks, responsive overflow, broken images and visible form semantics in a Chromium-based browser. Focused manual review also covered keyboard-operable cookie controls and representative celebrant image crops. This testing does not replace testing with disabled users or the browser and assistive-technology combinations listed below.

The complete production website has not yet undergone a full independent audit covering every WCAG 2.2 success criterion, browser combination and assistive technology. We therefore do not currently describe the site as fully conformant.

We will update this statement when broader testing has been completed and whenever a material accessibility issue or improvement changes the position described here.

6. Known limitations

PDF documents

Some downloadable PDFs, including generated price documents, may not contain all the structural tags, bookmarks, reading-order information or other metadata needed for the best screen-reader experience.

The principal content of the [Standardised Price List](#) is available as an HTML web page. If a PDF is difficult to use, contact us and we will provide the information in another reasonable format.

Third-party websites and services

Links to external organisations lead to websites that we do not design or control. Their accessibility may differ from ours. Please tell us if an external resource we recommend creates a barrier and we will try to help you find the information another way.

Untested combinations

We have not yet tested every page with every browser, operating system, screen reader, speech-recognition tool, magnifier or other assistive technology. A combination not yet tested may expose a problem that is not listed here.

Pre-launch responsive and landmark corrections

Testing identified horizontal overflow caused by wide layout gutters on some pages at 320 and 375 pixels, and duplicate main landmarks on four pages. Those corrections were deployed and repeat browser testing found them to be effective. A separate responsive styling issue affecting the standalone price-document previews has been corrected in development and requires deployment and repeat testing before launch.

We do not use these limitations as a reason to leave a barrier unaddressed. We will investigate reported problems and prioritise changes according to their effect on people's ability to obtain information or contact us.

7. Alternative formats and adjustments

If website content or a document is not accessible to you, we can discuss a reasonable alternative. Depending on what you need, this might include:

- plain text in the body of an email;
- a larger-print document;
- a Word-processing or other accessible digital format;
- reading or explaining information by telephone;
- providing a paper copy;
- communicating through a representative with your permission; or
- making another reasonable adjustment to how we provide information or arrange a meeting.

Tell us which information you need, the format that would help and any deadline. We will consider the request promptly and will not charge for a reasonable accessible alternative.

8. Report an accessibility problem

Please tell us if you encounter an accessibility barrier, including a problem that is not listed in this statement. Helpful details include:

- the address or title of the page or document;

- what you were trying to do;
- what went wrong or was difficult;
- the browser, device and assistive technology used, if you are comfortable providing that information; and
- the best way for us to contact you.

We aim to acknowledge accessibility feedback as soon as reasonably possible and normally within five working days. We will explain what we can do, any immediate alternative available and, where a technical change is needed, the next steps we propose.

9. Complaints and further advice

If you are dissatisfied with our response, you may use our [Complaints Procedure](#) . Making an accessibility complaint will not affect the care or service you receive.

The [Equality Advisory and Support Service](#) provides independent information and advice about discrimination and rights under the Equality Act 2010.

10. Testing and review

Our accessibility review process includes:

- checking templates and new pages against WCAG 2.2 AA requirements during development;
- reviewing semantic structure, headings, labels, link text and alternative text;
- keyboard testing of navigation, controls and forms;
- checking responsive layouts, text enlargement and visible focus;
- reviewing important downloadable documents and keeping accessible HTML alternatives where practical;
- investigating feedback from disabled users; and
- reviewing this statement after significant website changes and at least annually.

Our next scheduled statement review is July 2027, or sooner if testing or feedback identifies a material change.

11. Contact us about accessibility

You can report a problem, request information in another format or discuss a reasonable adjustment by telephone, through our contact form or by writing to us.

ACCESSIBILITY CONTACT

Wealden Funeral Services Ltd

3 Browning Road

Heathfield

East Sussex

TN21 8DB

Telephone: 01435 868844

Online: use our contact form