Accessibility statement for Migri.fi

Migri.fi is the website of the Finnish Immigration Service. The website consists of several separate systems that together form a unified web service.

- Chatbot Kamu
- Text-to-speech tool ReadSpeaker
- Database of the Migration Library: migri.fi/en/library

Preparation of this accessibility statement

This statement was prepared on 14 August 2019. The dates on which each system on the website has been updated and what the accessibility assessments are based on are listed below.

Feedback on accessibility

We aim to make our services accessible for as many as possible. We are always looking to improve the accessibility of our services.

If you would like to give feedback on the accessibility of this website, please contact us in one of the following ways:
- use the feedback form on our website (migri.fi/feedback)
- email the Registry of the Finnish Immigration Service (migri@migri.fi)
- leave your message in a letter box at a service point.

Your feedback will be processed by the unit responsible for dealing with the issue in question. The feedback given using the form on the website is monitored by the Customer Relations and Communications Unit.

Filing a complaint

You have the right to file an accessibility complaint with the Regional State Administrative Agency of Southern Finland, which is the authority responsible for overseeing compliance with the statutory accessibility requirements in Finland. Complaints can be filed after the transition period regarding the statutory accessibility requirements is over.

Postal address:
Saavutettavuuden valvonnan yksikkö
ETELÄ-SUOMEN ALUEHALLINTOVIRASTO
PL 150, 13101 Hämeenlinna

saavutettavuus@avi.fi
kirjaamo.etela@avi.fi
Migri.fi website

The website Migri.fi was published on 24 January 2018. The transition period will end on 22 September 2020.

The contents of this statement have been updated on 3 July 2019.

The information in it is based on a self-assessment and on the system supplier’s assessment.

The website is mostly compliant with accessibility requirements

The website uses the YJA publishing platform, which is a Liferay-based platform used by government agencies in Finland. Government ICT Centre Valtori is responsible for maintaining and updating the platform.

Accessibility evaluations of websites that use the YJA platform have been carried out in 2018 and 2019. Any updates in the technology used in YJA-based websites will be done on a centralised basis, so that the accessibility of all YJA-based websites can be enhanced.

The contents and the colours of the website have been designed to comply with accessibility requirements. Changes in these were made in the beginning of 2019.

Sections that are not compliant with accessibility requirements

Due to limited resources, the accessibility of the website has not been evaluated. Thus, it is not known if there are problems with accessibility and what those problems are.

Accessibility requirements will be taken into account when new content is added to the website.

Most of the brochures on the website are PDF files. We have started converting the files into an accessible format.

Chatbot Kamu

The chatbot was added to the website on 14 May 2018.

Text-to-speech tool ReadSpeaker

The version Enterprise Highlighting 2.5 is roughly compliant with level A of the WCAG 2.0 requirements WebReader 3.0 would be compliant with level AA requirements, but the purchase has not yet been put out to tender because the current contract is valid until the end of 2021.

Database of the Migration Library

The PrettyLib database can be accessed through the website Migri.fi. The database was added to the website on 12 January 2015. The accessibility of the database has not been evaluated and the database is no longer in development. Accessibility requirements will be observed when the database is replaced with a new database.