PALMERSTOWN CREDIT UNION

Trusted in Palmerstown & Chapelizod for over 50 years

# Accessibility Statement

**Palmerstown Credit Union**

**Last Updated:** October 2026

## Our Commitment to Accessibility

Palmerstown Credit Union recognises the importance of accessibility in the provision of digital consumer financial services and seeks to ensure that members can access information and services through accessible digital channels wherever reasonably practicable.

Palmerstown Credit Union is committed to providing digital services that are accessible and inclusive for all members and visitors, including people with disabilities. We recognise the importance of ensuring that our website and online services can be accessed and used by the widest possible audience, regardless of technology or ability.

Accessibility forms part of our commitment to providing fair, member-focused services and supporting equal access to information, products and services.

## Accessibility Standards

We are committed to designing, maintaining and improving our website in accordance with recognised accessibility standards and good practice, including the **Web Content Accessibility Guidelines (WCAG) 2.2 Level AA**, where reasonably practicable. These guidelines provide internationally recognised standards for making web content more accessible to people with a wide range of disabilities.

## Ongoing Accessibility Improvement

Accessibility is an ongoing process. We regularly review our website and digital services to identify opportunities for improvement and to help ensure that accessibility considerations are incorporated into website development, maintenance and content publication activities.

Accessibility may be assessed through a combination of:

- Automated accessibility testing tools;
- Manual accessibility reviews;
- User feedback;
- Periodic accessibility assessments.

Accessibility issues identified through these reviews are assessed and prioritised for remediation, taking account of user impact, legal and regulatory requirements, and operational considerations.

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**Accessibility Features**

When developing and maintaining our website, we seek to incorporate accessibility considerations including:

- Clear navigation and page structure;
- Readable content and presentation;
- Consideration of accessibility across commonly used browsers, devices and assistive technologies.
- Support for keyboard navigation where practicable;
- Consideration of assistive technology compatibility;
- Responsive design for mobile and desktop users.

**Known Limitations**

While we strive to make all website content accessible, some content may not yet fully meet accessibility expectations.

Examples may include:

- Historical documents published before current accessibility standards were adopted;
- Some downloadable PDF documents;
- Certain third-party content or services integrated within the website;
- Legacy content awaiting remediation.

Where accessibility barriers are identified, we will seek to review and address them as part of our ongoing improvement programme.

**Alternative Formats and Accessibility Assistance**

If you experience difficulty accessing any information on this website, or require information in an alternative format, please contact us.

Where reasonably practicable, and subject to legal, regulatory and operational requirements, we will seek to provide information in an accessible or alternative format.

Alternative formats may include, where appropriate:

- Accessible electronic documents;
- Microsoft Word documents;
- Large-print versions;
- Assistance by telephone;
- Information provided by email.

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**Accessibility Feedback**

We welcome feedback regarding the accessibility of our website and digital services.

If you encounter an accessibility issue, please tell us:

- The page or document concerned;
- The nature of the issue encountered;
- Any assistive technology being used (if applicable);
- The support or information you require.

**Contact Details**

**Palmerstown Credit Union**
48 Manor Road
Palmerstown
Dublin 20

**Telephone:** (01) 626 5621

**Email:** info@palmerstowncu.ie

We aim to acknowledge accessibility enquiries within five business days and to provide a substantive response as soon as reasonably practicable.

**Third-Party Services**

Our website may contain links to, or integrate with, third-party products, services and platforms, including online banking, loan application services, payment services, calculators and social media platforms.

We encourage third-party service providers to support recognised accessibility standards and consider accessibility requirements as part of our supplier selection, oversight and review processes. Although we seek to consider accessibility when selecting and reviewing suppliers, some third-party content and services may be outside our direct control and may not always achieve the same accessibility standards as content managed directly by Palmerstown Credit Union.

**Complaints and Escalation**

If you are dissatisfied with our response to an accessibility concern or accessibility request, you may ask for the matter to be reviewed through the Credit Union's complaints handling process.

All accessibility-related feedback and complaints are reviewed as part of our commitment to continuous improvement and fair treatment of members.

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**Scope of this Statement**

This statement applies to the Palmerstown Credit Union website and content that is owned and managed by Palmerstown Credit Union.

This statement does not necessarily apply to third-party websites or services that may be accessed through links from this website.

**Review of this Statement**

This Accessibility Statement is reviewed periodically and may be updated following significant website changes, accessibility assessments, legislative developments or identified improvement opportunities. This statement will also be reviewed following any material change to digital services or applicable accessibility requirements.

**Statement Published:** October 2026
**Last Reviewed:** October 2026 (internal accessibility review)

For accessibility enquiries, requests for assistance or feedback regarding this statement, please contact **Palmerstown Credit Union** using the contact details set out above.