**Accessible information about complaints mechanisms**

Indicators on political participation

of persons with disabilities

2014

DISCLAIMER: The background country information reports contain background material for the comparative report on *The right to political participation for persons with disabilities: human rights indicators* by the European Union Agency for Fundamental Rights (FRA). The bulk of the information in the background country information reports comes from ad hoc information reports prepared under contract by the FRA’s research network FRANET. The views expressed in the background country information reports do not necessarily reflect the views or the official position of the FRA. These reports are made publicly available for information purposes only and do not constitute legal advice or legal opinion.

**Is information about how to complain about problems with exercising the right to political participation accessible?**

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| **EUMS** | **Source and supporting information** |
| AT | Information requests were sent to the responsible provincial election authorities. According to the given information the information on how and where to complain in cases of problems with political participation are accessible to all persons with disabilities[[1]](#footnote-1). Vienna reported that all information is available on the website, and that there is also a hotline. Furthermore, there is an online complaint form available.[[2]](#footnote-2) |
| BE | Persons with disabilities can access information on how to complain via internet, press campaign and mostly via organisations representing persons with disabilities. For example, complaints to the Equality Body have been done via a first contact by the person with an organisation representing persons with disabilities which provided the person with information on how to contact the Equality Body (CEOOR). The CEOOR may also carry out press campaigns on how to complain before them and its website provides information on rights and how to complain before the CEOOR. The CEOOR’s website follows Anysurfer accessibility requirements (minimum standard A required).Some efforts are done to ensure the accessibility of the information to persons with disabilities but not all the information provided is fully accessible.[[3]](#footnote-3) |
| BG | The information is available through the website of the Central Electoral Commission and through contacts between the Central Electoral Commission and organizations of persons with disabilities.[[4]](#footnote-4)The website of the Central Electoral Commission partially meets the WCAG 2.0 AA standards. The websites of the regional electoral administration bodies are subpages of the one of the Central Election Commission. They have the same design and technical specifications. All pages were assessed by independent web-developers.At the polling stations there is no information about how to complain in different format-braille, large print, easy to read, audio, etc. |
| CY | The website of the Central Election Service does not have any information accessible to disabled or guidelines for submitting a complaint. On the other hand the Equality Authority’s website has some audio-visual information about discrimination issues (not about submitting a complaint), and it states that this website is compatible with the [Web Content Accessibility Guidelines (WCAG) 2.0](http://www.w3.org/TR/WCAG20/) AA standard. [[5]](#footnote-5) No information is available at polling stations regarding the submission of a complaint and where to address them.[[6]](#footnote-6) |
| CZ | In the event of a problem in exercising voting rights, persons with disabilities have the possibility to use the same legal methods as the majority (degree of jurisdiction). The complaint can also be sent to the Office of the Ombudsman. No particular source of information for persons with disabilities was found. General information about complaints on elections is available on the website run by Ministry of Interior ([http://www.mvcr.cz/volby.aspx). This](http://www.mvcr.cz/volby.aspx%29.%20This) website fulfills AA Consortium W3C standard. |
| DE | The Federal returning officer (*Bundeswahlleiter*) [public authority responsible for overseeing the elections on the federal level] provides information on how to vote in easy-to-read language on his website- however, no information in easy-to-read language about complaint mechanisms could be found during research. -The state returning officers largely referred to the general web site of the returning officer or that of the State commissioner for matters relating to disabled persons.[[7]](#footnote-7) However, the answers of many state returning officers lead to the conclusion that little awareness/understanding for the special needs of persons with disabilities exists. For example, one answer was that the website is available for everyone, which means that it is also available for persons with disabilities. |
| DK | Nothing official about where and how to complain is developed for persons with disabilities. The standards for complaining are the same for people with disabilities as for all other voters. So the answer depends on the individual disability. But in some cases the voter would be dependent on help in this matter. Nonetheless the ministry of interior affairs has informed DPO that the ministry intends to help develop such a material[[8]](#footnote-8).The electoral commission does not provide about how and where to complain that is accessible to persons with disabilities. |
| EE | The right to complain applies equally for every person with the right to vote. However, there might be some difficulties, considering that the information about complaining on the National Electoral Committee website does not meet accessibility WCAG standards.[[9]](#footnote-9) |
| EL | No information was identified on how and where to complain in the case of problems with exercising the right to political participation. The complaint mechanisms referred to previously do not have websites. They deal exclusively with inclusion in the electoral registers and irregularities in the electoral process or the counting of the votes. There is no information publicly available at the polling station on how to complain. The election officer can provide information on this matter if requested. The information available on the elections webpage of the Ministry of Interior does not include information on complaints[[10]](#footnote-10). This website is partly accessible to people with disabilities (the section titled ‘users’ of the website refers to accessibility standards W3c WAI-A, WCAG 1.0).[[11]](#footnote-11) |
| ES | The website of the Ministry of the Interior, within the section “Accessibility and electoral processes”, includes information on “Complaints and suggestions”, which explains the complaints procedure.[[12]](#footnote-12) This entire website meets rating AA according to the Spanish Standard UNE 139803:2004 and the Web Content Accessibility Guidelines (WCAG) 1.0 of the W3C.[[13]](#footnote-13)Moreover, the Regulation on the basic conditions for the participation of persons with disabilities in political life and electoral processes (Royal Decree 422/2011) contains provisions on information to be provided to persons with disabilities (see above question 14. It states in its third additional provision that materials have to be elaborated in an accessible format to inform both electoral authorities and voters with disabilities about the basic conditions of accessibility and non-discrimination established in this Regulation. To be included in these materials is in particular the Guide on Accessibility and Electoral Processes. However, this Guide does not include specific information about the complaint procedure for persons with disabilities.It should be highlighted that there is no specific complaint procedure for persons with disabilities. They should follow the general complaint procedure, open to all voters, established under Article 24.3 of the LOREG.Finally, Order INT/3817/2007, of the 21st of December, developing the accessible voting procedure to facilitate the exercise of the right to vote to people with a visual impairment,[[14]](#footnote-14) provides that voters may request information at the free telephone service (900 150 000) created by the Ministry of the Interior regarding the accessible voting procedures until election day. |
| FI | Citizens can make complaints concerning the actions of authorities, civil servants and other persons performing public tasks, to the Parliamentary Ombudsman (*Eduskunnan oikeusasiamies/Riksdagens justitieombudman*) or to the Chancellor of Justice (*Oikeuskansleri/Justitiekanslern*), including on election-related matters. However, neither of both institutions can prescribe corrective actions for individual remedy. The Parliamentary Ombudsman’s website provides information about redress in Finnish sign language[[15]](#footnote-15) and in Finnish Swedish sign language[[16]](#footnote-16). The Chancellor of Justice’s website provides information about redress in Finnish sign language[[17]](#footnote-17). In the Ministry of Justice’s elections webpage there is no information about redress mechanisms in an accessible form.[[18]](#footnote-18) None of these websites provide information in easy read format or audio format.As mentioned above according to the OSCE report, the ultimate competent authority was not always clear to stakeholders.[[19]](#footnote-19) |
| FR | Such information is not provided by law or by any government order. Different associations and institutions consulted did not know of such information[[20]](#footnote-20). Furthermore, websites of jurisdiction for electoral complaints provide general information about the complaint process[[21]](#footnote-21). No specific indications regarding persons with disabilities are mentioned.  |
| HR | The website of the NEC (<http://www.izbori.hr>) does not contain a banner for information on how to complain.There is also no formalized procedure: every voter who has a complaint can lodge it to the local election committee and the NEC. There is no specific procedure for persons with disability to lodge a complaint, but they can address the competent election committee or the NEC by any means of communication.[[22]](#footnote-22) |
| HU | Information on complaint mechanisms under the Election Procedure Act is available on the website [www.valasztas.hu](http://www.valasztas.hu) of the National Election Office in a format partly accessible for visually impaired.[[23]](#footnote-23) The website of the Equal Treatment Authority [www.egyenlobanasmod.hu](../../Lidia/Downloads/www.egyenlobanasmod.hu) is accessible for visually impaired persons, and the Equal Treatment Authority also issued information notes written in Braille.[[24]](#footnote-24) There are no other forms of accessibility to information. |
| IE | There is no information available regarding how to complain at polling stations (e.g. braille, large print, easy read, audio etc.). The Franchise section of the Department of the Environment, Community and Local Government has information on voting generally on its website.[[25]](#footnote-25) While this website includes a general information sheet for voters with disabilities, this document makes no reference to how to make a complaint.The website of the Office of the Ombudsman provides information on ‘Making a Complaint to the Ombudsman under the Disability Act 2005’.[[26]](#footnote-26) They have also produced an accessible DVD about the functions and role of the Ombudsman.[[27]](#footnote-27) |
| IT | There is no specific information provided neither on the procedures to follow nor which authority handles which complaints, neither for the general population nor for people with disabilities. Fora and websites dedicated to people with disabilities provide accessible information and legal advice.[[28]](#footnote-28) |
| LT | According to the CEC opinion, information about how and where to complain in the case of problems with exercising the right to political participation is accessible to all persons with disabilities on an equal basis as to other citizens. Information is available on the CEC website, as well as by telephone number 1855 during the elections campaign, and by direct contact via phone with the CEC members and staff of the secretariat.[[29]](#footnote-29) While CEC claims that the information on elections is accessible for all, the NFP assessment cannot confirm this. Neither is there easy to read format, nor is the website of CEC fully accessible for instance for persons with visual impairments. |
| LU | Generally speaking, information concerning political participation is provided by the Ministry of Family and Integration or by several NGOs (for example Info-Handicap provides all type of information[[30]](#footnote-30)). However, there is no explicit information on how and where to complain about non-access to political participation.The websites of Info-handicap and of the department ‘disabled persons’ of the ministry of family are accessible; the website of the Equality Body (CET) is accessible with level AA; the website of the Ombudsman is not accessible.[[31]](#footnote-31)Neither the Ombudsman nor the Equality Body (CET) were aware of a complaint concerning political participation of persons with disabilities.[[32]](#footnote-32) |
| LV | The Central Election Commission highlighted that all voters, including persons with disabilities have the right to contest the decisions of the CEC or district election commissions; however, the CEC was not able to inform whether all persons with disability have access to information about how and where to complain.The CEC website ([www.cvk.lv](http://www.cvk.lv)) has an option of a larger font (javascript:switchStyle('large');), as well as easy-language option (<http://cvk.lv/pub/public/29838.html>), which also includes information materials about elections. There is no other information about CEC's website being accessible to the persons with disabilities or possibility to submit complaints in different formats. There is no information about the accessibility of the information about how to complain to persons with disabilities being available at polling stations. |
| MT | The National Commission Persons with Disability (KNPD) has produced accessible versions of the Equal Opportunities (Persons with Disability) Act that is in easy-to-read Maltese, audio Maltese, and a Maltese Sign Language DVD. KNPD also makes available on its website and through information leaflets (in accessible versions) information about how to make a complaint in accordance with the Act. The above relates to complaints in general and does not specifically target political rights.[[33]](#footnote-33) |
| NL | Voters can register complaints at their polling station, or address their complaints to the Electoral Council. Information about the complaints procedure is provided on the website of the national government which complies with the accessibility criteria relating to public websites.[[34]](#footnote-34) The Electoral Council also provides information regarding the organisation of the elections[[35]](#footnote-35) and accessibility and assistance measures for persons with disabilities[[36]](#footnote-36) on its website. This website does not have an accessibility certificate, but does include some accessibility features, such as a variable font size. In general, it is the responsibility of the Ministry of the Interior to ensure the accessibility of this information.[[37]](#footnote-37) |
| PL | Complaint mechanisms for persons with disabilities are the same as those for other voters. Information on the mechanisms is published on the website of the National Election Commission[[38]](#footnote-38). The verification of <http://pkw.gov.pl/aktualnosci> , which is the official website of the National Election Commission, revealed that the website conforms with WCAG 2.0, however with a score of 6.7 out of 10, it still is difficult to access. Since it does not fulfil all AA level success criteria, it cannot be considered fully in compliance with this standard. Nevertheless, the website provides people with disabilities with a simplified text version and a high contrast version. It also allows text enlargement using Ctr+ key combination.While most of the information which targets specifically persons with disabilities is easily found (on either of the two websites maintained by the National Election Commission, <http://info.pkw.gov.pl> and <http://pkw.gov.pl/aktualnosci> ) and available in an accessible form, at least for persons with some types of disability, e.g. it has versions for persons with sight impairments (plain text and contrast versions, text enlargement) or hearing impairments (subtitled videos), the information on complaint mechanisms is, in the assessment of the authors of this report, generally difficult to find. It is difficult to find both for persons with and without disabilities, as it is available only in the text of the Electoral Code published on the website of the National Election Commission.[[39]](#footnote-39) When it comes to accessibility to persons with disabilities, the webpage containing the text of the Electoral Code can be viewed in plain text and high contrast versions. |
| PT | The Ombuds institution (*Provedor de Justiça)* runs the Citizen with Disabilities Line *(Linha do Cidadão com Deficiência)[[40]](#footnote-40)*, which provides information on how to make a complaint to the Ombudsman office, on the specific rights and benefits or persons with disabilities, in terms of technical, social, health, education and other supports.The main role of the Ombuds institution is the defence and promotion of the rights, freedoms, warranties and legitimate interests of the citizens, ensuring, by informal ways, the justice and the legality of the exercise of public powers*.* [[41]](#footnote-41) Therefore, it has competence in the area of political participation of persons with disabilities.An ad-hoc request for information on this question was sent by email to the CNE. The information provided in writing refers that the CNE may intercede with the polling stations staff whenever any complaint is made in the case of problems with exercising the right to accompanied voting by citizens suffering from disease or notorious physical disability.Following an ad-hoc request for information, the Portuguese Disabled Persons Association (*Associação Portuguesa de Deficientes*, APD) replied in writing that the information about how and where to complain in the case of problems with exercising the right to political participation accessible to all persons with disabilities is not easily visible in the CNE’s webpage; a specific search is required in order to find it. |
| RO | No information to be able to confirm such accessibility could be identified) No information in order to be able to reply to this question could be identified. The CNCD as the national authority responsible for the monitoring and enforcement of equality principles, was asked to assess the level of accessibility of information on complaints mechanisms available to persons with disabilities when their right to political participation is breached.In its answer, it only stated that the institution has undertaken numerous information campaigns addressing vulnerable groups and explaining redress mechanisms in the area of discrimination, although not specifically focusing on the right to political participation.[[42]](#footnote-42)The CNCD would be competent to receive complaints from people with disabilities in exercising their right to vote, so long as the complaint is related to discrimination. The definition of discrimination included in the law the CNCD implements, includes disability. It reads as follows: “*any differentiation, restriction or preference, on grounds of race, nationality, ethnicity, language, religion, social category, convictions, sex, sexual orientation, age, handicap, chronic non-contagious illness, HIV infection, belonging to a disfavoured category, as well as any other ground which has as purpose or effect the restriction, removal or recognition use or exercise, under conditions of equality, of human rights and fundamental freedoms or of the rights recognized by law, in the political, economic, social and cultural or in any other fields of public life.*”[[43]](#footnote-43) The website of CNCD does not seem to be accessible.[[44]](#footnote-44)Asked the same question, the ombudsperson stated that the institution does not “hold information as to the breach of the right to political participation of persons with disabilities” and recommended that the NFP address the AEP.[[45]](#footnote-45) Regarding accessibility of information on complaints mechanisms as well as on information campaigns regarding rights awareness in the context of political participation, the Directorate for the Protection of Persons with Disabilities (*Direcţia Protecţia Persoanelor cu Dizabilităţi* DPPD) referred to electoral legislation.[[46]](#footnote-46) The electoral legislation includes general complaints mechanisms. |
| SE | Information about how and where to make complaints in accordance with the the Discrimination Act *(Diskrimineringslagen)[[47]](#footnote-47)* is available on the website of the Equality Ombudsman (*Diskrimineringsombudsmannen*).[[48]](#footnote-48) According to comparisons of Government authorities done by *Handisam* (Swedish Agency for Disability Policy Co-ordination) in 2013)[[49]](#footnote-49), the Equality Ombudsman was ranked as one of the authorities that has come far in making their operations, information and premises accessible. According to Handisam’s assessment, the Equality Ombudsman’s website is accessible to people with disabilities. According to an e-mail conversation with the Equality Ombudsman, their website meets the standards of WCAG 2.0[[50]](#footnote-50), however, the Discrimination Act does not yet cover inaccessibility as discrimination, outside employment and, to a limited extent, education. Therefore there is no information on the Equality Ombudsman’s website about how and where to complain in the case of problems with exercising the right to political participation for persons with disability in regards to inaccessibility. According to an e-mail communication with the Equality Ombudsman[[51]](#footnote-51), contacts have been established with the Central Election Authority (*Valmyndigheten*) regarding the issue of accessibility at polling stations during the up-coming elections in 2014. The Equality Ombudsman had planned a seminar on the International Disability Day on December 3 2013, in collaboration with the Swedish Disability Federation ([*Handikappförbunden*](http://www.hso.se)), Equally Unique - The Swedish Federation Human Rights for Persons with Disabilities ([*Lika Unika*)](http://www.likaunika.org/English-Equally-Unique.html), [DHR](http://www.dhr.se/?page=english) - The organisation for people with mobility impairments, and NUFT (Network Youth For Accessibility) ([*Nätverket Unga För Tillgänglighet*](http://enstarktrost.se/nuft/)).The Central Election Authority provides information on its website on how to appeal against elections results, the electoral rolls, decisions on division into constituencies and electoral districts as stipulated in Chapter 15 of the Elections Act (*Vallagen*).[[52]](#footnote-52) This information is available to persons with disabilities, since the website meets the standards of WCAG 2.0 [[53]](#footnote-53) However, in a report about the experiences of the General elections published on 19 September 2012[[54]](#footnote-54) the Central Election Authority drew attention to the lack of procedures or mechanisms to make other complaints about the elections than those relating to election results according to Chapter 15 of the Elections Act (*Vallagen*).[[55]](#footnote-55) The Central Election Authority argued that in Sweden, similarly as in some other countries, there should be easy procedures of reporting incidents at polling stations and easily accessible information on how such a report can be made. The Central Election Authority argued that such a possibility could enhance public confidence in the electoral system, and could also be of some help in the Election Review Boards (*Valprövningsnämnden)* investigations when determining appeals of the election results.[[56]](#footnote-56) |
| SI | The website of the National Electoral Commission contains very little information on complaints mechanisms. For example, a section on the protection of the right to vote and on lodging an objection only states that the protection of the right to vote is guaranteed in proceedings before the electoral commissions, National Assembly, and before courts and the Constitutional Court.[[57]](#footnote-57) The website further includes a section on voting at polling stations that are designated as accessible to persons with disabilities.[[58]](#footnote-58) In general, this information is not available in formats accessible to persons with disabilities. The website of the National Electoral Commission does not meet the WCAG 2.0 Level AA standards. According to the National Electoral Commission, printed election materials, documents and brochures produced during elections and disseminated to households are not developed in formats adjusted to the needs of persons with disabilities.[[59]](#footnote-59) Also see 23 and the opinion issued by the Advocate of the Principle of Equality.Complaints related to problems in exercising the right to political participation can be submitted to the Human Rights Ombudsman. Information on how to lodge a complaint with the Human Rights Ombudsman does not specifically focus on the issue of political participation, but, in general terms, explains that it is possible for a person to turn to the Ombudsman when their rights and fundamental freedoms have been violated by an act or an action by the state body, local self-government authorities and bearers of public authority. The website of the Human Rights Ombudsman's web page features pre-recorded video content in sign language, which does not contain captions, requires Javascript to load, and lacks control functions.[[60]](#footnote-60) Apart from this, the Ombudsman produced a leaflet and business cards in Braille.[[61]](#footnote-61) The Advocate of the Principle of Equality is the national equality body and hears cases of discrimination on various grounds, including cases relating to political participation. The same as with the Ombudsman, the Advocate provides general information about the complaining procedure, and does not focus on issue of political participation. The Advocate’s website contains a special web page with information on accessibility. The web page contains a link to an external text to speech service (in testing) and several documents (in rich text and docx formats) with the purpose of making the information contained on the website readable (adapted reading level). It also includes links to the Constitution and the UN CRPD Treaty in easy-to-read format.[[62]](#footnote-62) In the past, the Advocate produced leaflets in large print and in Braille.[[63]](#footnote-63) In spite of the mentioned attempts that have been made by both the Ombudsman and the Advocate to provide some of their content in an accessible way, their web pages do not meet the WCAG 2.0 accessibility standards. The websites both fail on Level A and Level AA criteria. |
| SK | Information on filing complaints are included in Law No. 9/2010 Coll. on Complaints (*Zákon č. 9/2010 Z.z O sťažnostiach*)[[64]](#footnote-64) and in the directive regarding the implementation of Law No. 9/2010 Coll. on Complaints (*Smernicou k aplikácii zákona č. 9/2010 Z.z O sťažnostiach).*[[65]](#footnote-65)Information on filing complaints is available at the website of the Constitutional Court of the SR.[[66]](#footnote-66) The Constitutional Court takes part in the in *Operational Programme Information Society* that should allow all persons with disability to use the possibilities of e-Government.[[67]](#footnote-67)There is no information available on whether citizens with disabilities evaluated the official website of the Constitutional Court of the Slovak Republic.[[68]](#footnote-68)The Constitutional Court of the Slovak Republic forms part of the country’s public administration system and is subject to Law No. 275/2006 Coll. on Information Systems of Public Administration (*Zákon č. 275/2006 Z.z. o informačných systémoch verejnej správy*),.Mandatory accessibility requirements are defined in Article 14, Web content accessibility, of the Decree of Ministry of Finance of the SR No. 312/2010 Coll. on Standards for Public Administration Information Systems (*Výnos MF SR č. 312/2010 Z.z. o štandardoch*). All details of accessibility requirements are set forth in Annex No. 1 of the abovementioned decree and are currently valid. |
| UK | All persons with disabilities are entitled to complain to their local authority’s Returning Officer. In a response to a Freedom of Information request dated 19th August 2013, the Electoral Commission stated that:*“Statutory Returning Officers based in local authorities are responsible for the administration of elections, including the process for people to be nominated for election and the voting process. Complaints about the accessibility of these processes would be the responsibility of the relevant Returning Officer (although in practice, this process may be managed by the local authority who has appointed them). The Commission does not hold any information about these complaints processes, nor does it monitor the number of complaints made.”* This position is clearly outlined on the Electoral Commission’s complaint section on their website. Where a complaint is being made about electoral registration, voting or polling station issues people have experienced are the responsibility of the relevant local authority (or, in Northern Ireland, the Chief Electoral Officer) complainants should contact them directly. However, where the Electoral Commission is made aware of such issues, they may be monitored and referred onto relevant colleagues. The Electoral Commission complaints mechanism is accessible on their website and is reproduced here: “*You can make a complaint in writing or by email using the details below. If you can’t contact us in writing, call on 020 7271 0604, textphone on 18001 7271 0500 or ask somebody to contact us on your behalf to request an alternative format.”[[69]](#footnote-69)*The review that the Law Commission is undertaking in relation to electoral law has identified the current complaints system as inadequate in that the only grounds for complaining are whether an election’s outcome has been affected. For disabled voters, this means if the voting process was inaccessible to them, there are left with no option for seeking redress. The review is likely to recommend establishing a complaints procedure that allows challenging how an election has been administered without challenging the outcome of the poll.[[70]](#footnote-70) |

1. Information provided by the Provincial Government of Vorarlberg *(Amt der Voralberger Landesregierung)* on 3 July 2013 in a response to an information request. Information provided by the Provincial Government of Styria *(Amt der Steiermärkischen Landesregierung)* on 5 July 2013 in a response to an information request. Information provided by the Provincial Government of Salzburg *(Amt der Salzburger Landesregierung)* on 10 July 2013 in a response to an information request. Information provided by the Provincial Government of Tyrol *(Amt der Tiroler Landesregierung)* on 10 July 2013 in a response to an information request. Information provided by the City of Vienna *(Magistrat der Stadt Wien)* on 10 July 2013 in a response to an information request. [↑](#footnote-ref-1)
2. Information provided by the City of Vienna *(Magistrat der Stadt Wien)* on 10 July 2013 in a response to an information request. [↑](#footnote-ref-2)
3. Information provided by the CEOOR, service UNCRPD. [↑](#footnote-ref-3)
4. Information obtained from FRA BG National Liaison Officer. [↑](#footnote-ref-4)
5. Central Election Service of the Ministry of Interior (Κεντρική Υπηρεσία Εκλογών τους Υπουργείου Εσωτερικών) [www.moi.gov.cy/moi/moi.nsf/page16\_gr/page16\_gr?OpenDocument](http://www.moi.gov.cy/moi/moi.nsf/page16_gr/page16_gr?OpenDocument) ; Equality Authority and Anti-discrimination Body (Αρχή Ισότητας και Αρχή κατά των Διακρίσεων) www.no-discrimination.ombudsman.gov.cy/en/node/191 [↑](#footnote-ref-5)
6. Information obtained from the Central Election Service (Κεντρική Υπηρεσία Εκλογών) [↑](#footnote-ref-6)
7. Information obtained from the Federal Returning Officer (*Bundeswahlleiter*). See: www.bundeswahlleiter.de/de/downloads\_sonstige/wahlhilfe.pdf. See also press release, 14 August 2013, *Bundestag election: information for blind and visually impaired voters and on barrier-free voting,* available at: www.bundeswahlleiter.de/en/bundestagswahlen/BTW\_BUND\_13/presse/015w13\_Barrierefreies\_Waehlen.html. [↑](#footnote-ref-7)
8. Response to DPO. Hyperlink accessed 11 September 2013: http://www.handicap.dk/dokumenter/breve/svar-fra-oekonomi-og-indenrigsminister-margrethe-vestager-inkl.-bilag-paa-dhs-brev-om-demokratisk-deltagelse-og-adgang-til-valg-og-folkeafstemninger-for-personer-med-handicap/?searchterm=vestager [↑](#footnote-ref-8)
9. Information obtained from the Estonian Chamber of Disabled People [Eesti Puuetega Inimeste Koda]. [↑](#footnote-ref-9)
10. GR, Ministry of Interior, <http://www.ypes.gr/el/Elections/FAQs/> [↑](#footnote-ref-10)
11. Gr, Ministry of Interior, http://nomarx.ypes.gr/Login.aspx?ReturnUrl=%2fpage.aspx%3flang%3del&lang=el. [↑](#footnote-ref-11)
12. See: [www.infoelectoral.mir.es/Accesibilidad\_procesos\_electorales/Quejas\_Sugerencias.htm](http://www.infoelectoral.mir.es/Accesibilidad_procesos_electorales/Quejas_Sugerencias.htm) (accessed on 20/07/2013). [↑](#footnote-ref-12)
13. See: [www.infoelectoral.mir.es/Accesibilidad.htm](http://www.infoelectoral.mir.es/Accesibilidad.htm) (accessed on 06/09/2013). [↑](#footnote-ref-13)
14. Order INT/3817/2007, of 21 December, developing the accessible voting procedure to facilitate the exercise of the right to vote to people with visual impairment regulated under Royal Decree 1612/2007 of 7 December [*Orden INT/3817/2007, de 21 de diciembre, por la que se desarrolla el procedimiento de voto accesible que facilita a las personas con discapacidad visual el ejercicio del derecho de sufragio, regulado en el Real Decreto 1612/2007, de 7 de diciembre*].Consolidated version in Spanish: [www.juntaelectoralcentral.es/jelect/normativa/O\_INT-3817-2007.pdf](http://www.juntaelectoralcentral.es/jelect/normativa/O_INT-3817-2007.pdf) (accessed on 20/06/2013). [↑](#footnote-ref-14)
15. The Parliamentary Ombudsman (Eduskunnan oikeusasiamies/Riksdagens justitieombudman) webpage, available at (accessed 9.8.2013): http://www.oikeusasiamies.fi/Resource.phx/eoa/viittomakieli/vkvideot.htx [↑](#footnote-ref-15)
16. The Parliamentary Ombudsman (Eduskunnan oikeusasiamies/Riksdagens justitieombudman) webpage, available at (accessed 9.8.2013): http://www.oikeusasiamies.fi/Resource.phx/eoa/svenska/ts/vkvideot.htx [↑](#footnote-ref-16)
17. The Chancellor of Justice website, available at (accessed 9.8.2013): http://www.okv.fi/viittomakieli/ [↑](#footnote-ref-17)
18. See the webpage “Complaints about elections” (Vaaleista valittaminen), available at (accessed 9.8.2013): <http://www.vaalit.fi/53110.htm> [↑](#footnote-ref-18)
19. OSCE: REPUBLIC OF FINLAND. PARLIAMENTARY ELECTIONS 17 April 2011. Pages 18-19. Available at (accessed 22.7.2013): <http://www.osce.org/odihr/81121> [↑](#footnote-ref-19)
20. Consultation of the Federation of APAJH, tthe Federation of associations for adults and young people with a disability (*Fédération des associations pour adultes et jeunes handicaps*), UNAPEI, National union of associations of parents and friends of people with mental illnesses (*Union nationale des associations de parents, de personnes handicapées mentales et de leurs amis* and the Election Department of the Ministry of Interior.

The Federation of APAJH (Association for adults and young people with disability) is both an association which represents people with disability and an association which manages services and establishments. It includes ninety local associations. For more information about it, see: www.apajh.org.
Unapei is the first federation of associations which represent people with mental disability and their family. For more information: www.unapei.org. [↑](#footnote-ref-20)
21. For national elections, see the website of the Constitutional Court (*Conseil constitutionnel*): [www.conseil-constitutionnel.fr/conseil-constitutionnel/francais/le-conseil-constitutionnel/la-saisine/comment-saisir-le-conseil-constitutionnel-/comment-saisir-le-conseil-constitutionnel.17421.html](http://www.conseil-constitutionnel.fr/conseil-constitutionnel/francais/le-conseil-constitutionnel/la-saisine/comment-saisir-le-conseil-constitutionnel-/comment-saisir-le-conseil-constitutionnel.17421.html). For municipal elections, see for instance the website of the administrative court (*Tribunal administratif*) of Paris : http://paris.tribunal-administratif.fr/ (every website of administrative courts follow the same pattern). [↑](#footnote-ref-21)
22. Information obtained from the National Election Committee of the Republic of Croatia (*Državno izborno povjerenstvo*) (2013) . [↑](#footnote-ref-22)
23. Information provided by the National Election Office. [↑](#footnote-ref-23)
24. Information provided by the Equal Treatment Authority. [↑](#footnote-ref-24)
25. See [www.environ.ie/en/LocalGovernment/Voting/#](http://www.environ.ie/en/LocalGovernment/Voting/) (accessed on 12 September 2013). [↑](#footnote-ref-25)
26. Available at http://www.ombudsman.gov.ie/en/About-Us/Legislation/The-Disability-Act/Making-a-complaint-to-the-Ombudsman-under-the-Disability-Act/(accessed on 9 January 2014) [↑](#footnote-ref-26)
27. Speech marking launch of accessible DVD, <http://www.ombudsman.gov.ie/en/News/Speeches-Articles/2010/Speech-marking-the-launch-of-an-accessible-information-DVD-about-the-functions-and-role-of-the-Ombudsman.html> (accessed on 9 January 2014) [↑](#footnote-ref-27)
28. Among the most popular websites: [www.disabili.it](http://www.disabili.it); [www.superando.it](http://www.superando.it) [↑](#footnote-ref-28)
29. Central Electoral Commission, written answer of the 10 July, 2013 (No. 2-517 (1.5) to the request of NFP-Lithuania. [↑](#footnote-ref-29)
30. Luxembourg, Info-handicap, Guide for disability (*Guide du handicap)* available at : <http://www.google.de/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0CCkQFjAA&url=http%3A%2F%2Fwww.info-handicap.lu%2Findex.php%3Foption%3Dcom_docman%26task%3Ddoc_download%26gid%3D536%26Itemid%3D26&ei=rjUoUrHhHqzy7Aao8YCYBQ&usg=AFQjCNFj0cBnaet9kwlAeM4L60k8BKFaSQ> ; Info-handicap on the right to vote : <http://www.info-handicap.lu/index.php?option=com_content&task=view&id=372&Itemid=9> [↑](#footnote-ref-30)
31. Information obtained from the Government on the 6th of September 2013 saying that all web pages of the government are accessible according to the criteria on <https://webmail.pt.lu/webmail/redirect?u=http%3A%2F%2Fwww.renow.public.lu%2Ffr%2Fchecklists-renow%2Fchecklist-renow-1-1-05%2Findex.html> (a government’s web page) on a level of 2. Double AA. This has been confirmed by Info handicap (mail of 9 September 2013) in general terms . There is a regular control done by Info-handicap. One of the major problems are the three languages and each document which is new has to be prepared. Thus there is a certain fluctuation and not each document is immediately available. [↑](#footnote-ref-31)
32. Information obtained from the Ombudsman and CET in July 2013. [↑](#footnote-ref-32)
33. Malta, House of Representatives (2000), Equal Opportunities (Persons with Disability) Act, Chapter 413 of the Laws of Malta, 10 February 2000 and subsequent amendments, available at: <http://justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=8879&l=1> [↑](#footnote-ref-33)
34. The Netherlands, National Government (*Rijksoverheid*) (2013), Can I file a complaint about a polling station? (*Kan ik een klacht indienen over een stembureau?*), website, available at: www.rijksoverheid.nl/onderwerpen/verkiezingen/vraag-en-antwoord/hoe-en-waar-kan-ik-een-klacht-indienen-over-een-stembureau.html. [↑](#footnote-ref-34)
35. The Netherlands, Electoral Council (*Kiesraad*) (2013), Municipal Council Elections (*Gemeenteraadsverkiezingen*), website, available at: www.kiesraad.nl/artikel/gr-gemeenteraad. [↑](#footnote-ref-35)
36. The Netherlands, Electoral Council (*Kiesraad*) (2013), Assistance during voting (*Hulp bij stemmen*), website, available at: www.kiesraad.nl/artikel/gr-hulp-bij-stemmen. [↑](#footnote-ref-36)
37. Information obtained from ProDemos Knowledge Centre for Democracy and the Rule of Law, 19 July 2013. [↑](#footnote-ref-37)
38. The website of the National Election Commission is available at: <http://pkw.gov.pl> [↑](#footnote-ref-38)
39. The website of the National Election Commission with the text of the Electoral Code is available at: <http://pkw.gov.pl/ustawy-wyborcze/ustawa-z-dnia-5-stycznia-2011-r-kodeks-wyborczy-wraz-z-przepisami-wprowadzajacymi.html> [↑](#footnote-ref-39)
40. See [www.provedor-jus.pt/?idc=56](http://www.provedor-jus.pt/?idc=56) [↑](#footnote-ref-40)
41. Portugal, Ombuds Status *(Estatuto do Provedor de Justiça),* Law 9/91 of 9 April, amended by Law 30/96 of 14 August, Law 52-A/2005 of 10 October and Law 17/2013 of 18 February*,* article 1 (1), available at: [www.provedor-jus.pt/?idc=81&idi=1380](http://www.provedor-jus.pt/?idc=81&idi=1380) [↑](#footnote-ref-41)
42. Letter No. 5401/30.08.2013 from the National Council for Combating Discrimination (*Consiliul Naţional pentru Combaterea Discriminării*) to the Centre for Legal Resources, . [↑](#footnote-ref-42)
43. Government Ordinance No. 137/2000 on the prevention and sanctioning of all forms of discrimination, republished/ *Ordonanţa de Guvern Nr. 137/2000 pentru prevenirea şi sancţionarea tuturor formelor de discriminare, republicată,* Article 2, par. 1. [↑](#footnote-ref-43)
44. See website of CNCD at: <http://cncd.org.ro/> . [↑](#footnote-ref-44)
45. Letter No. 6996/19.08.2013 from the Avocatul Poporului (*Ombudsperson*) to the Centre for Legal Resources, . [↑](#footnote-ref-45)
46. Letter No. 18495/04.08.2013 from the Directorate for the Protection of Persons with Disabilities (*Direcţia Protecţia Persoanelor cu Dizabilităţi*), Ministry of Labour, Family, Social Protection and the Elderly (*Ministerul Muncii, Familiei, Protecţiei Sociale şi Persoanelor Vârstnice*) to the Centre for Legal Resources, [↑](#footnote-ref-46)
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49. #  Swedish Agency for Disability Policy Co-ordination (*Handisam*), Open comparisons 2013 (*Öppna jämförelser 2013*), available at: [www.handisam.se/Uppfoljning-och-statistik/uppfoljning-i-staten-Oppna-jamforelser/Oppna-jamforelser-2013/?Authority=412&year=2013&firstcompareyear=2012&earliestyear=2011](http://www.handisam.se/Uppfoljning-och-statistik/uppfoljning-i-staten-Oppna-jamforelser/Oppna-jamforelser-2013/?Authority=412&year=2013&firstcompareyear=2012&earliestyear=2011)

 [↑](#footnote-ref-49)
50. Sweden, E-mail received from the Equality Ombudsman (*Diskrimineringsombudsmannen*), 22 October 2013. [↑](#footnote-ref-50)
51. Sweden, E-mail received from the Equality Ombudsman (*Diskrimineringsombudsmannen*), 22 October 2013. [↑](#footnote-ref-51)
52. Central Election Authority (*Valmyndigheten*), Appeal an Election (*Överklaga ett val*) , available at: [www.val.se/det\_svenska\_valsystemet/overklaga/index.html](http://www.val.se/det_svenska_valsystemet/overklaga/index.html) [↑](#footnote-ref-52)
53. E-mail received from the Election Authority (*Valmyndigheten*), 23 August 2013 [↑](#footnote-ref-53)
54. Central Election Authority *(Valmyndigheten*) The experiences of the General elections on 19 September 2012 (*Erfarenheter från valen den 19 september 2010*), Report 2011:1 (*Rapport 2011:1*), available at: [www.val.se/om\_oss/rapporter/rapport\_2011\_1\_erfarenheter\_2010.pdf](http://www.val.se/om_oss/rapporter/rapport_2011_1_erfarenheter_2010.pdf) [↑](#footnote-ref-54)
55. Central Election Authority *(Valmyndigheten*) The experiences of the General elections on 19 September 2012 (*Erfarenheter från valen den 19 september 2010*), Report 2011:1 (*Rapport 2011:1*), p. 25-26, available at: [www.val.se/om\_oss/rapporter/rapport\_2011\_1\_erfarenheter\_2010.pdf](http://www.val.se/om_oss/rapporter/rapport_2011_1_erfarenheter_2010.pdf) [↑](#footnote-ref-55)
56. Central Election Authority *(Valmyndigheten*) The experiences of the General elections on 19 September 2012 (*Erfarenheter från valen den 19 september 2010*), Report 2011:1 (*Rapport 2011:1*), p. 25-26, available at: [www.val.se/om\_oss/rapporter/rapport\_2011\_1\_erfarenheter\_2010.pdf](http://www.val.se/om_oss/rapporter/rapport_2011_1_erfarenheter_2010.pdf) [↑](#footnote-ref-56)
57. See section “Varstvo volilne pravice in ugovor” at: <www.dvk-rs.si/index.php/si/kje-in-kako-volim/volilna-pravica> [↑](#footnote-ref-57)
58. See section “Glasovanje na voliščih, ki so dostopna invalidom” at: <http://www.dvk-rs.si/index.php/si/kje-in-kako-volim/glasovanje-na-voliscih-ki-so-dostopna-invalidom> [↑](#footnote-ref-58)
59. Information provided by the National Electoral Commision (*Državna volilna komisija*) upon request (written response of 23 July 2013). [↑](#footnote-ref-59)
60. See for example section “Iščete pomoč”/ “Looking for help”, subsection “Kdaj se obrniti na Varuha?” at: [www.varuh-rs.si/iscete-pomoc/kako-vam-lahko-varuh-pomaga/kdaj-se-obrniti-na-varuha/](www.varuh-rs.si/iscete-pomoc/kako-vam-lahko-varuh-pomaga/kdaj-se-obrniti-na-varuha); the content is also available in Slovenian sign language at <www.varuh-rs.si/znakovni-jezik/Kdaj_se_obrniti_na_Varuha.swf>; webpage in English with the same content available at: <www.varuh-rs.si/index.php?id=62&L=6> [↑](#footnote-ref-60)
61. Information provided by the Human Rights Ombudsman (Varuh človekovih pravic) upon request (written response of 23 July 2013). [↑](#footnote-ref-61)
62. Please see: [www.zagovornik.net/si/informacije/dostopnost/osebe-s-posebnimi-potrebami/index.html](http://www.zagovornik.net/si/informacije/dostopnost/osebe-s-posebnimi-potrebami/index.html). [↑](#footnote-ref-62)
63. Information provided by the Advocate of the Principle of equality (*Zagovornik načela enakosti*) upon request (written response of 30 July 2013). [↑](#footnote-ref-63)
64. Slovakia, Law No. 9/2010 Coll. on Complaints *(Zákon č. 9/2010 Z.z O sťažnostiach*), 4.12.2009. [↑](#footnote-ref-64)
65. Slovakia, Law No. 9/2010 Coll. on Complaints (*Smernica k aplikácii zákona č. 9/2010 Z.z O sťažnostiach*) [↑](#footnote-ref-65)
66. <http://portal.concourt.sk/pages/viewpage.action?pageId=1278026> [↑](#footnote-ref-66)
67. <http://portal.concourt.sk/pages/viewpage.action?pageId=15598031> [↑](#footnote-ref-67)
68. The information was provided by the management of the Operational Programme Information Society, in a telephone interview on September 10, 2013. [↑](#footnote-ref-68)
69. [UK] Electoral Commission (2013) Complaints, available at: <http://www.electoralcommission.org.uk/complaints>. [↑](#footnote-ref-69)
70. [UK] Law Commission (2012): Electoral Law in the United Kingdom: A scoping report; available at: <http://lawcommission.justice.gov.uk/docs/electoral_law_scoping_report.pdf>. [↑](#footnote-ref-70)