

Last updated: October 2026

Our Commitment

At TIEVA, we are committed to making our website accessible, inclusive and easy to use for everyone, including people with disabilities. We recognise that digital accessibility is an ongoing responsibility and are committed to improving the accessibility and usability of our website so that as many people as possible can access the information and services they need.

Accessibility Standards

Our aim is to align our website, www.tieva.co.uk, with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA standard. These internationally recognised guidelines are designed to make digital content more accessible to people with a wide range of disabilities. They are based on four principles: ensuring content is perceivable, operable, understandable and robust.

Current Accessibility Status

We are reviewing the accessibility of our website against recognised WCAG standards. Our website has not yet undergone a complete accessibility assessment, and we are therefore unable to confirm full WCAG Level AA compliance at this stage. As part of our ongoing improvements, we aim to identify and address potential accessibility barriers to provide a more inclusive experience for all visitors.

Our Approach to Accessibility

As we develop and improve our website, we aim to follow accessibility best practices, including:

- Providing clear and consistent website navigation.
- Using appropriate colour contrast to improve readability.
- Supporting keyboard navigation and assistive technologies.
- Using meaningful headings and logical page structures.
- Providing descriptive alternative text for relevant images.
- Making content clear, understandable and easy to navigate.
- Considering accessibility when introducing new website features and content.

We will continue to review these areas and make improvements where reasonably practicable.

Known Limitations

Although we aim to make our website accessible to everyone, some content or functionality may not currently meet all accessibility requirements. As our accessibility assessment progresses, we will work to identify specific limitations and prioritise improvements. If you experience difficulties accessing any part of our website, please contact us so we can investigate and, where possible, provide an alternative way to access the information you need.

Reporting Accessibility Issues

We welcome feedback on the accessibility of our website. If you encounter an accessibility barrier or have difficulty accessing information, please contact us with:

- The page or content you were trying to access.
- A brief description of the issue.
- Details of any assistive technology you were using, if relevant.

We will make reasonable efforts to investigate the issue and provide assistance or an accessible alternative where possible.

Contact details

Email: accessibility@tieva.co.uk
Telephone: 0345 456 0050

Alternative Formats

If you require information from our website in an alternative accessible format, please contact us using the details above.

We will endeavour to accommodate reasonable requests wherever possible.

Continuous Improvement

TIEVA is committed to improving digital accessibility as part of our wider commitment to providing an inclusive experience for our customers, partners and website visitors.

We will review and update this statement as our accessibility assessments progress and improvements are implemented.