03. Complaints and feedback mechanism

Complaints and feedback mechanism

As required for public sector websites in the Member States, all Commission owned websites must include a functioning feedback mechanism that users can use to either:

- report an accessibility problem and/or
- request accessible versions of information that is not currently available in an accessible format.

Feedback mechanism should be in place before you publish an accessibility statement on your website.

Please offer multiple ways for users to reach you and make sure they are fully accessible. These can include:

- phone number
- e-mail address
- contact form

The website owner is responsible for the feedback mechanism and for addressing the complaints, as well as for data protection related to collecting personal data.

Response to feedback should follow the principles of the Code of Good Administrative Behavior, i.e. user should receive a reply within 15 working days from the date of receipt of the enquiry by the responsible Commission department.