



Accessibility Statement

Last updated: 6 September 2026

Ecorate Limited, trading as EcoRate Anglia, is committed to making its website accessible and easy to use for as many people as possible, including people with disabilities.

This accessibility statement applies to www.ecorateanglia.co.uk.

Using this website

We want visitors to be able to:

- Navigate the website using a keyboard where possible
- Read and understand the content easily
- Enlarge text using their browser settings
- Use screen-reading and other assistive technologies
- View the website on different screen sizes and devices
- Access information without relying solely on colour
- Complete and submit our enquiry form

You can normally enlarge website content using your browser's zoom controls. On most Windows computers, press Ctrl and + to zoom in and Ctrl and - to zoom out. On an Apple computer, use Command and + or Command and -.

Our approach to accessibility

We aim to make our website conform, as far as reasonably possible, to the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA.

We seek to support accessibility by:

- Using clear headings and a logical page structure
- Presenting information in straightforward language
- Maintaining appropriate colour contrast
- Adding alternative text to meaningful images where possible
- Making links descriptive and easy to identify
- Designing pages for desktop, tablet and mobile devices
- Avoiding unnecessary animation or flashing content
- Reviewing website content when changes are made

Known accessibility limitations

Although we aim to make the website accessible, some parts may not yet meet every accessibility standard. Possible limitations may include:

- Some older images may not have complete alternative-text descriptions
- Some third-party features, forms or embedded content may not be fully accessible
- PDF documents may not work perfectly with every screen reader or assistive technology

- Certain website features may be more difficult to use using only a keyboard
- Some text or design elements may not display perfectly when enlarged significantly

We are working to identify and address accessibility issues where reasonably practicable.

PDF documents

Some information on our website may be provided as a PDF. We aim to make important information available in an accessible format, but some PDFs may not be fully compatible with all assistive technologies. If you cannot access a PDF, please contact us and we will make reasonable efforts to provide the information in another format.

Requesting information in another format

If you need information from this website in larger print, plain text, an accessible electronic document or explained over the telephone, please contact us. We will consider your request and respond as soon as reasonably possible.

Reporting an accessibility problem

If you experience difficulty using our website, find content that you cannot access or have suggestions about how we could improve accessibility, please contact us. It would help if you tell us:

- The page or document you were trying to access
- The problem you experienced
- The browser, device or assistive technology you were using
- Your preferred way for us to respond

Contact details

Ecorate Limited trading as EcoRate Anglia
Unit 20, Park Farm Business Centre
Fornham St Genevieve, Bury St Edmunds
Suffolk, IP28 6TS

Email: info@ecorateanglia.co.uk
Telephone: 01284 598 111
Website: www.ecorateanglia.co.uk

Reviewing this statement

We will review and update this accessibility statement when material changes are made to our website or when accessibility issues are identified.