



PHOENIX
S U P P O R T

Phoenix Support

Accessibility Statement

Family values with professional structure

Prepared 19 August 2026

How we work to make our website and information accessible

Head Office: 17 Hart Street, Maidstone, Kent, ME16 8RA | 01 622 682 535 | info@phoenixkent.com

Accessibility at Phoenix Support

Phoenix Support is committed to making our website and information accessible to everyone, including people with disabilities, learning disabilities and different communication needs.

We aim to use clear language, straightforward layouts and accessible formats. Information can also be provided in alternative formats upon request.

If you experience any difficulty using our website or need information in another format, please contact us on 01 622 682 535 or email info@phoenixkent.com.

Using this website

Our aim is that people can:

- read and understand the website using clear headings and straightforward language;
- zoom in without losing important information;
- navigate the website using a keyboard where possible;
- use screen-reading and other assistive technology;
- understand links, buttons and form instructions;
- request information in another format if the published format is not suitable.

AbilityNet has advice about making your device easier to use if you have a disability: mcmw.abilitynet.org.uk.

How accessible this website is

We are reviewing the website and working with our website provider to improve accessibility. We cannot yet confirm that every page, document and third-party feature fully meets the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard.

Areas being checked include:

- keyboard navigation and visible focus;
- heading structure and page titles;
- alternative text for images;
- colour contrast;
- clear link and button wording;
- form labels and instructions;
- metadata and page descriptions;
- the accessibility of downloadable documents.

Known and possible limitations

While the review is being completed, some parts of the website may be less accessible than we intend. This may include:

- older PDF documents that may not work fully with screen readers or keyboard navigation;
- images that may need improved alternative text;
- pages where heading order, link wording or metadata needs improvement;
- some third-party content or features that Phoenix Support does not fully control.

We will update this statement when the current technical review and improvement work has been completed.

Alternative formats and communication support

If you need information in an alternative format, please contact us. Depending on what you need, we may be able to provide information in large print, Easy Read or another suitable format, or explain the information by telephone.

Please tell us what information you need and the format or communication support that would help you.

Reporting an accessibility problem

If you find an accessibility problem that is not listed in this statement, or if you believe we are not meeting accessibility requirements, please contact us. Tell us which page or document caused difficulty, what happened and what support or alternative format you need.

Address: Phoenix Support, 17 Hart Street, Maidstone, Kent, ME16 8RA

Telephone: 01 622 682 535

Email: info@phoenixkent.com

Website: www.phoenixkent.com

Our accessibility commitment

Phoenix Support aims to meet its responsibilities under the Equality Act 2010 and uses WCAG 2.2 AA as the target standard for the website. Accessibility is an ongoing process, and we will review content, documents and website features as they are added or changed.

Preparation and review of this statement

This statement was prepared on 19 August 2026. It is based on a review of the website content and the accessibility improvement work currently scheduled with our website provider.

The technical review includes keyboard checks and reviews of headings, alternative text, colour contrast, links, buttons, metadata and downloadable documents. We will review and update this statement after that work is completed and when there are significant changes to the website.