



# Gangmasters & Labour Abuse Authority

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Sam Marshall  
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Your ref: FH/SM/01  
Our ref:  
Email: [foi@gla.gov.uk](mailto:foi@gla.gov.uk)

5 July 2019

Dear Sam

## Re: Freedom of Information request

Thank you for your request for information from the Gangmasters and Labour Abuse Authority (GLAA). As instructed we have considered this in line with the Freedom of Information Act and the question you ask, along with our response is given below.

### Your information request to the GLAA

1. How you intend to make your website accessible, to comply with these regulations, by the September 2020 deadline
2. What companies you intend to use to ensure compliance is achieved if not done within your own organisation
3. What are the estimated costs involved in making your website accessible?
4. How you plan to handle complaints relating to non-compliance or where visitors have problems using your website due to accessibility non-conformance?

### Our response

1. We are currently reviewing our whole website including design, content and accessibility. This process will be completed by the end of the year, allowing sufficient time to comply with the legislation. Our website developer, user testing and accessibility tools will help ensure we meet the new requirements.
2. We will work with our website developer and use the Government Digital Service guidelines. In doing so, we will have regard to our internal Procurement Policy Manual, as well as the guidelines issued by the Crown Commercial Service (CCS).
3. We won't know the full cost implications until the review is complete.

4. We already promote a '[Website queries](#)' section on our website for visitors who experience problems or would like to make any comments on how we can improve the site.

If you have any queries about this letter, please contact me. If you are unhappy with the way your request for information has been handled, you can request an internal review of our decision by contacting the Authority at [complaints@gla.gov.uk](mailto:complaints@gla.gov.uk).

If you are not content with the outcome of any internal review, you have the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted the GLAA's own complaints procedure. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely



**Frank Hanson**  
Policy Officer