

Accessibility Policy

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At **Gatekeeper**, we believe that everyone should have equal access to our services, no matter their circumstances. We're committed to creating a welcoming and flexible experience, and our team is trained to support individual needs with empathy, respect, and professionalism.

How You Can Reach Us

We offer a range of contact options so you can choose what's most convenient for you:

- Speak with us by **phone or video call**
- Get in touch via **email** or through our **website**
- Arrange **face-to-face meetings** at your home or a location that suits you better than our branch
- Request **portable hearing loops** – just give us 48 hours' notice and we'll have one ready

If there's a different way you'd prefer to communicate, just let us know – we'll always do our best to make it work for you.

Accessing Our Branches

We understand that visiting a physical branch can be easier when you know what to expect in advance. That's why we've created a **Detailed Accessibility Guide** for each of our locations, including measurements, step-free access, and photos.

To view the Accessibility Guide for your nearest branch, click below or contact the team directly.

(Insert link or contact details here)

Help Making Phone Calls

If you're deaf, hard of hearing, or have difficulty speaking, you can use **Relay UK**, a free service that helps you make phone calls. A trained relay assistant will either:

- Type what we say so you can read it in real time
- Speak what you type so we can hear your responses

More information is available at: relayuk.bt.com

Making the Web Easier to Use

We've designed our website with accessibility in mind and continue to improve it to meet recognised standards, including guidance from the **Web Accessibility Initiative (WAI)** and the **RNIB**.

If you need to adjust the display for ease of use, your browser offers simple tools to do this. Here are some examples:

Safari (iPhone)

- Tap the **Aa** icon in the address bar
- Choose to increase or decrease text size

Chrome (Desktop)

- Click the **three-dot menu** in the top-right corner
- Under **Zoom**, choose your preferred display size
- Use keyboard shortcuts:
 - Zoom in: **Ctrl** + **+** (Windows), **⌘** + **+** (Mac)
 - Zoom out: **Ctrl** + **-** (Windows), **⌘** + **-** (Mac)
 - Full screen: **F11** (Windows), **⌘** + **Ctrl** + **F** (Mac)

Microsoft Edge

- Go to **Settings > Appearance**
- Adjust font sizes or select **Customise Fonts** to personalise how text appears

Need Something Specific?

If there's anything we can do to make your experience easier – whether online, over the phone, or in person – we're always happy to help. Just give your local **Gatekeeper team** a call or message, and we'll work with you to find a solution that suits your needs

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