



Questback Group

**Web Content Accessibility (WCAG)
Statement v. 1.1**

Questback Survey Respondent Module

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1. Introduction

This document serves as a guide to the adherence of Questback Respondent Module to the Web Content Accessibility Guidelines (WCAG). It outlines the steps taken to ensure that our Questback survey respondent module is accessible to users with disabilities, in line with industry standards.

WCAG, provides a framework for creating accessible web content. It aims to enhance the user experience for individuals with disabilities.

2. Compliance level

The Questback survey respondent module is designed with the goal to conform to the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA.

Conformance is assessed through structured accessibility testing, including keyboard-only navigation and screen reader testing using NVDA (NonVisual Desktop Access) as our internal standard. We continuously improve accessibility as part of ongoing product development to ensure the respondent experience remains accessible and reliable.

3. Key Accessibility Features

Perceivable

The respondent interface is designed to present content in a way that can be perceived by users with different needs. This includes support for text alternatives where non-text content is controlled by Questback, readable text presentation, and sufficient colour contrast in Questback-controlled interface elements.

Operable

The respondent journey is designed to be operable using a keyboard. Navigation order, focus handling, and interaction patterns are tested to support users who do not use a mouse.

Understandable

The respondent interface uses consistent layouts, labels, instructions, and navigation patterns to help users understand where they are in the survey and how to complete their response.

Robust

The respondent module is designed to work with modern browsers and commonly used assistive technologies. Questback aims to maintain accessibility compatibility as browsers, standards, and assistive technologies evolve.

4. Scope of this accessibility statement

At the time of publishing, the Questback survey respondent module is designed and tested to support WCAG 2.2 Level AA for the respondent journey, including completing questions, navigating between steps, reviewing answers, and submitting responses.

Other Questback modules, including administrative, reporting, analytics, configuration, and account management areas, are not covered by this statement unless explicitly stated separately.

Accessibility behaviour can vary slightly depending on browser and assistive technology combinations. If you experience any accessibility-related issues, or if something does not work as expected for your setup, please let us know so we can investigate and improve.

5. Contact us

Questback is committed to maintaining and improving accessibility in the survey respondent module. If you encounter accessibility issues, please contact us and include details about your browser and any assistive technology you are using. Our typical response time is 1 working day.

You can reach us via: wcag@questback.com

Your feedback is crucial and greatly appreciated as it helps us make necessary improvements.