

**Subject:** Re: [Ext] Lack of accessibility of the ICANN website to the visually impaired  
**Date:** Wednesday, March 20, 2019 at 1:47:27 PM Pacific Daylight Time  
**From:** Herb Wayne  
**To:** Jackie McBride  
**CC:** ICANN Complaints Office, ombudsman

Hello Jackie,

Thank you for reporting this issue to the Office of the Ombudsman. Though my Office supports and promotes diversity issues, the technical nature of your complaint leads me to think this would be better addressed by the ICANN Complaints Officer who has direct contact with many of the ICANN departments that would be involved in making ICANN web sites more accessible to the visually impaired.

I know for a fact that the complaint form on the ICANN Ombudsman web page does not have accommodation for the visually impaired and I will personally look into correcting that.

I have cc'ed Krista Papac, the ICANN Complaints Officer, in my response to you and will monitor this issue and discuss it further with her and the personnel who supply technical support to my web page.

Best regards, Herb

Herb Wayne  
ICANN Ombudsman

<https://www.icann.org/ombudsman>  
<https://www.facebook.com/ICANNOmbudsman>  
Twitter: @IcannOmbudsman

ICANN Expected Standards of Behavior:

<https://www.icann.org/en/system/files/files/expected-standards-15sep16-en.pdf>

Community Anti-Harassment Policy

<https://www.icann.org/resources/pages/community-anti-harassment-policy-2017-03-24-en>

Confidentiality

All matters brought before the Ombudsman shall be treated as confidential. The Ombudsman shall also take all reasonable steps necessary to preserve the privacy of, and to avoid harm to, those parties not involved in the complaint being investigated by the Ombudsman. The Ombudsman shall only make inquiries about, or advise staff or Board members of the existence and identity of, a complainant in order to further the resolution of the complaint. The Ombudsman shall take all reasonable steps necessary to ensure that if staff and Board members are made aware of the existence and identity of a complainant, they agree to maintain the confidential nature of such information, except as necessary to further the resolution of a complaint

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**From:** Jackie McBride [REDACTED]  
**Date:** Wednesday, March 20, 2019 at 11:50 AM  
**To:** ombudsman <ombudsman@icann.org>  
**Subject:** [Ext] Lack of accessibility of the ICANN website to the visually impaired

It would appear that very little consideration has been given to making the ICANN site accessible to those

who use screen readers due to sight impairment. Specifically, complaint forms present captchas w/no audio or recaptcha alternative, effectively blocking a sight-impaired person from using the form. Please look to: <https://forms.icann.org/en/resources/compliance/complaints/transfer/form> for a simple example.

There also appear to be infographics for suggested reading that are not presented in any alternative format for a sight-impaired user, as infographics are not accessible via screen readers. If ICANN is truly interested in diversity, then this is not the way forward.

