

Accessibility Statement

The Office of the Address Registrar is committed to making sure it's website meets the accessibility standards outlined in Directive (EU) 2016/102 by the European Parliament and Council.

Compliance status

The Office of the Address Registrar is committed to ensuring it's online services are accessible to everyone and is actively improving accessibility by following best practices from stakeholders like FITA and users.

Preparation of this accessibility statement

Statement was last reviewed on 1st August 2025.

Feedback and contact information

As more of our services and resources become available online, you might experience occasional access issues. We are committed to resolving these promptly. If you encounter any difficulties using our websites or their features, please contact us.

You can reach us by email at ictsupport.electoral@gov.mt

Enforcement procedure

The Malta Communications Authority (MCA) is the entity responsible for implementing [Directive \(EU\) 2016/2102 of the European Parliament and of the Council of 26 October 2016](#) on the websites' accessibility and mobile applications of the public sector bodies.

In case your ICT accessibility related query is not addressed, or you wish to lodge a formal complaint, you can do so by contacting the MCA by filling the online complaint form directly on their website. In the case of continued non-compliance, the Malta Communications Authority adopts the enforcement procedure as per [SUBSIDIARY LEGISLATION 418.03](#).

You are entitled to escalate a complaint to the Malta Communications Authority at <https://www.mca.org.mt/accessibilitycomplaint> or to the Commission for the Rights for Persons with Disability (CRPD), should you be dissatisfied with our response to you. In the case of continued non-compliance, the Malta Communications Authority adopts the enforcement procedure as per [SUBSIDIARY LEGISLATION 418.03](#).

Compliance process

The website is developed to be compatible with the most recent versions of leading web browsers, including Edge, Safari, Firefox, and Chrome.

We ensure optimal performance and accessibility when the website is accessed using appropriately updated hardware and software.

Recognising that compliance with established standards and guidelines alone does not guarantee complete accessibility, we also conduct usability evaluations in collaboration with users to obtain valuable feedback. Furthermore, we are committed to enhancing accessibility across additional information channels, such as social media platforms, wherever feasible.

Accessibility measures

The website does not include built-in font, magnification, or colour modification widgets. These features are generally available through most web browsers or can be accessed via third-party add-ons and plugins, allowing users to customise them according to their preferences. Consequently, these customisations are possible for most websites, not just those provided by the Office of the Address Registrar's website. To support this approach, compatibility with user modifications is prioritised.

In addition to following established guidelines, the websites incorporate these accessibility features:

- A consistent HTML heading hierarchy and information layout across all pages.
- Organisation of content into HTML lists where appropriate.
- Mouse pointer icon changes when links are hovered, using the browser's functionality.
- Image titles, alt tags, and captions are included when relevant and useful.
- Text colour contrast is maximised where applicable.
- Link text clearly describes the destination.
- All external links open in new browser tabs.

Important links

[DIRECTIVE \(EU\) 2016/2102 of the European Parliament and of the Council on the accessibility of the website and mobile application of public sector bodies](#)

[Information on Directive including local process to be adopted by the Malta Communication Authority \(MCA\)](#)

[Guidelines on WCAG 2.1](#)