

## CLAIM PROCEDURE REGARDING THE ACCESSIBILITY OF ACPUA'S WEBSITE

In accordance with Art. 13 of Royal Decree 1112/2018, of 7 September, on accessibility of websites and applications for mobile devices in the public sector the claim procedure is as follows:

1. If, after a request for accessible information or complaint has been made, this has been rejected, there is no agreement with the decision adopted, or the response does not meet the requirements set out in Article 12.5, the person concerned may file a claim in order to know and object to the reasons for the rejection, request the adoption of appropriate measures if he or she does not agree with the decision taken, or set out the reasons why the reply is considered not to meet the required conditions.  
A claim may also be initiated in the event that the time limit of twenty working days has elapsed without a response.
2. This claim must be presented and registered in accordance with the requirements established in Law 39/2015, of 1 October. The complaint must be addressed to the Unit responsible for accessibility in that area of competence, or if the response was made from the Unit responsible for accessibility itself, to its hierarchical superior.
3. The obligated entities must include in the accessibility statement the Unit to which the complaints shall be submitted together with the link to the registration system in which the claim must be made.
4. Once the complaint has been received, the Unit responsible for dealing with it must reply to the person concerned within a maximum period of two months.
5. The said period may be suspended in the event that the interested party must be requested to formulate the necessary clarifications for the correct processing of the claim within a period of ten working days. Once this period has elapsed without the interested party having made the necessary clarifications, the claim will continue to be processed.
6. Once the maximum period for resolving the claim has elapsed without the resolution of the same having been notified, it shall be understood that the claim has been rejected.