Accessibility Statement

Online account

This accessibility statement applies to our online account for people making a complaint. The online account is a secure public-facing online service provided by the Ombudsman. It allows people to submit a complaint, monitor progress, exchange secure messages, upload and view documents, and provide feedback about their experience.

This statement does not replace the accessibility statement for www.ombudsman.org.uk. Our main website has its own accessibility statement.

The online account is designed to be used by as many people as possible. You should be able to:

- zoom in up to 400% without loss of content or functionality
- navigate the service using just a keyboard
- use the service with a screen reader
- complete forms, upload documents, read messages and check case progress without needing to download documents where preview is available.

The text should also be clear and easy to understand.

AbilityNet has advice on making your device easier to use if you have a disability.

How accessible this service is

The Ombudsman's online account has been designed and assessed against the Web Content Accessibility Guidelines (WCAG) version 2.2 AA standard. The service currently partially meets this standard while accessibility improvements continue ahead of public beta. This means the service is intended to be accessible for people using different devices, browsers, assistive technologies and input methods.

How to get content in an accessible format

If you need information from the Ombudsman's online account in a different format, email us at publicservice@ombudsman.org.uk and tell us:

- the page, message or document you need help with
- your name and contact details
- the format you need, for example, Braille, large print, accessible PDF, audio or Easy Read.

If you are signed in to your online account, you may also be able to contact us using secure messaging. We will consider your request and respond in line with our service standards.

Reporting accessibility problems with the online account

We are always looking to improve the accessibility of the Ombudsman's online account. If you find any problems that are not listed in this statement or you think we are not meeting accessibility requirements, email us at publicservice@ombudsman.org.uk.

When you contact us, please include enough information to help us understand the issue, such as:

- what you were trying to do
- what went wrong
- the device, browser or assistive technology you were using if you can tell us.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the accessibility regulations).

If you complain to us about an accessibility problem and you are not happy with how we respond, contact the Equality Advisory and Support Service (EASS)

Technical information about the online account's accessibility

We are committed to making the Ombudsman's online account accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018.

Compliance status

The Ombudsman's online account currently partially meets the Web Content Accessibility Guidelines (WCAG) version 2.2 AA standard.

We are continuing to improve accessibility across the service, with the intention that the online account will fully meet WCAG 2.2 AA requirements ahead of public beta release.

Any known accessibility issues identified through testing are being prioritised and tracked through our programme delivery process.

Non-accessible content

We are continuing to identify, track and resolve accessibility issues found during internal WCAG 2.2 AA testing and programme assurance activities. Where issues are identified, we will record them and prioritise a fix.

Content not within the scope of the accessibility regulations

Some documents uploaded to the Ombudsman's online account may be provided by complainants, representatives, organisations we investigate or other third parties.

These documents may not always be fully accessible. For example, where these documents are scanned letters, photographs or evidence.

Where we create or issue documents through the online account, we aim to make them accessible. If you need one of these documents in another format, contact us using the details above.

Third-party content or services that are not paid for, developed or controlled by us may be outside the scope of this statement. Where third-party components are part of the user journey, we will work with suppliers to resolve accessibility issues where practicable.

What we're doing to improve accessibility

We will continue to improve the accessibility of the Ombudsman's online account by:

- including WCAG 2.2 AA checks in design, development and testing activities
- reviewing new and changed features before release
- testing user journeys with assistive technology and keyboard-only navigation
- reviewing accessibility feedback from users and support teams
- updating this statement when accessibility issues are found or fixed.

Preparation of this accessibility statement

This statement was prepared on 18 May 2026. It was last reviewed and updated on 22 May 2026. It reflects the Ombudsman's online complaint programme position that the service currently partially meets WCAG 2.2 AA and is expected to fully meet WCAG 2.2 AA ahead of public beta.

The latest WCAG 2.2 AA assessment of the Ombudsman's online account was completed internally. We will review this statement regularly and update it when the service changes, accessibility testing is repeated or accessibility issues are identified.