Ombudsman Connect for Business: Caseworker and supervisor user guide

Prepared by the
Financial Ombudsman Service

June 2025

Document purpose and scope:

Ombudsman Connect for Business is the Financial Ombudsman Service's self-serve portal for financial services providers (businesses).

This document is designed to provide caseworkers and supervisors with the steps and best practices to effectively use Ombudsman Connect for Business.

The scope of this document includes:

About Ombudsman Connect for Business

Ombudsman Connect for Business makes the Financial Ombudsman Service more accessible, user-friendly and efficient. It allows you to self-serve at your convenience by offering a range of features that streamline the way you interact with us.

Through Ombudsman Connect for Business, you can view the status of your cases, identify priority cases, and see what actions are needed to progress complaints. Ombudsman Connect for Business also provides an overview of key data, such as uphold rates, while enabling you to store and manage case-related documents in one place.

These features empower businesses to take a more proactive approach to resolving complaints and offer valuable insights into where they can improve their own processes – potentially helping to reduce the number of complaints referred to our service.

Ombudsman Connect for Business is intended to be the primary method businesses use to share case documents and notifications with us.

Features available to caseworkers and supervisors

Ombudsman Connect for Business users can have caseworker, supervisor or administrator access.

Caseworker and supervisor access will be assigned by your business's administrator when they send your onboarding invitation. Once you've logged in, your role type will be displayed in the top right-hand corner of any page, under your name.

Below is a table showing key features available to caseworkers and supervisors.

Functionality	Caseworker	Supervisor
View key data points for open cases (open cases dashboard)	✓	✓
View, sort, filter and export case lists (open and closed cases)	✓	✓
View individual case details	✓	✓
Upload documents to cases and track the status of uploads	✓	✓
Send notifications on individual cases and in bulk	✓	✓
Download key case documents	✓	✓
Allocate cases to themselves	✓	✓
Allocate cases to other users		✓

Dashboard

When you first log in, you'll land on the dashboard page. This page shows an overview of key data about your business's cases.

From this page you can:

- use the **quick access** feature to upload files and view case details
- see a summary of **key case data**, including the volume of open and priority cases
- see a summary of your open cases by **case stage**, **business name**, **complaint issue** and **product type**
- view **case outcome** data
- view a list of your business's **case owners**
- view a list of **recently added cases**

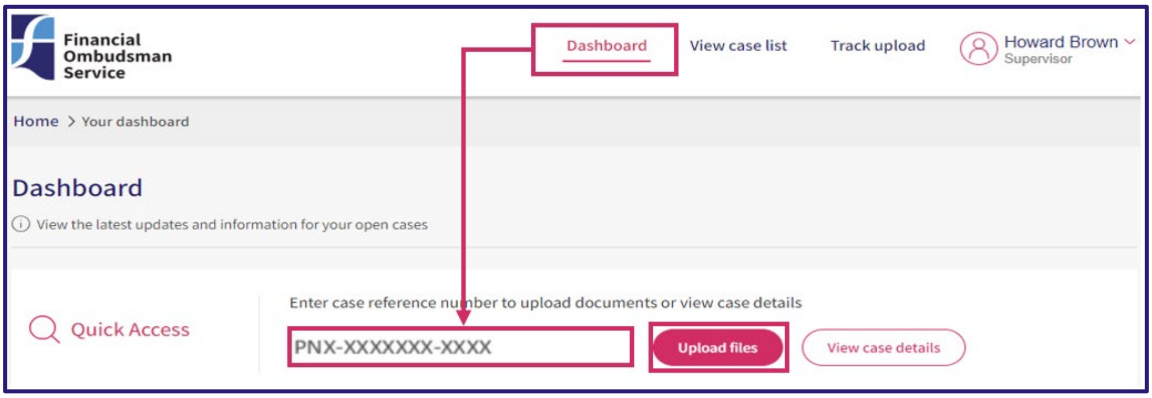
Quick access – upload files

When you log-in, you'll land on the main '**dashboard**' page. From there, you can use the **quick access** feature to **upload files** to a case, or **view case details**.

The steps below detail how to **upload a file** using the quick access function.

Step 1:

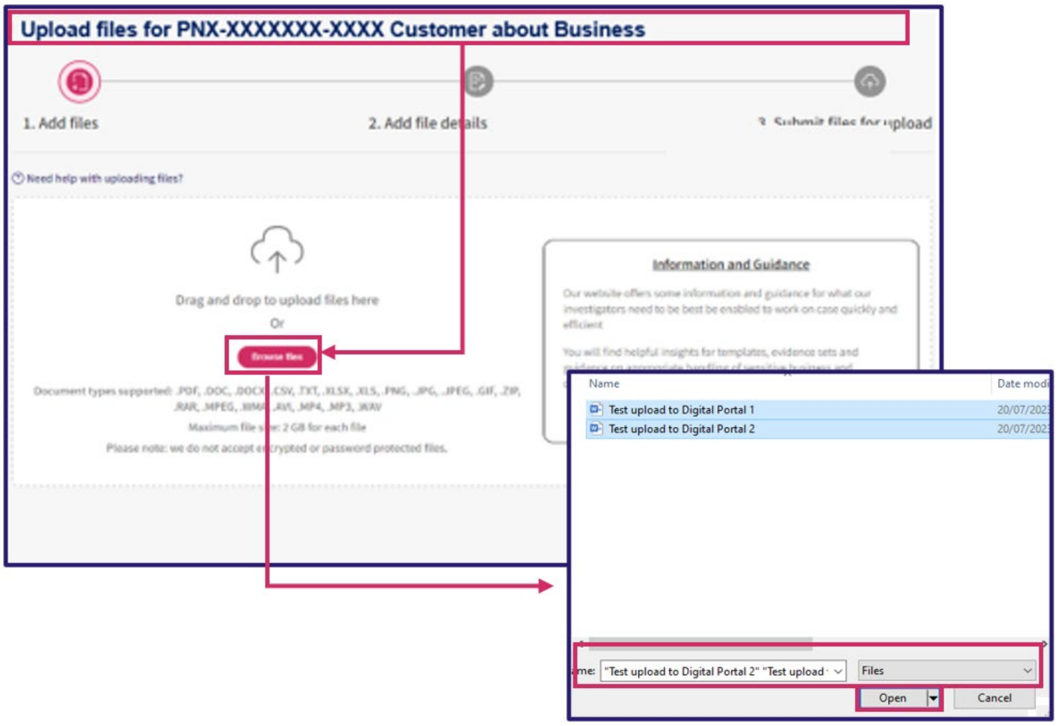
To use the **quick access** function to **upload files**, enter a full Financial Ombudsman Service case reference then select '**upload files**'.



Step 2:

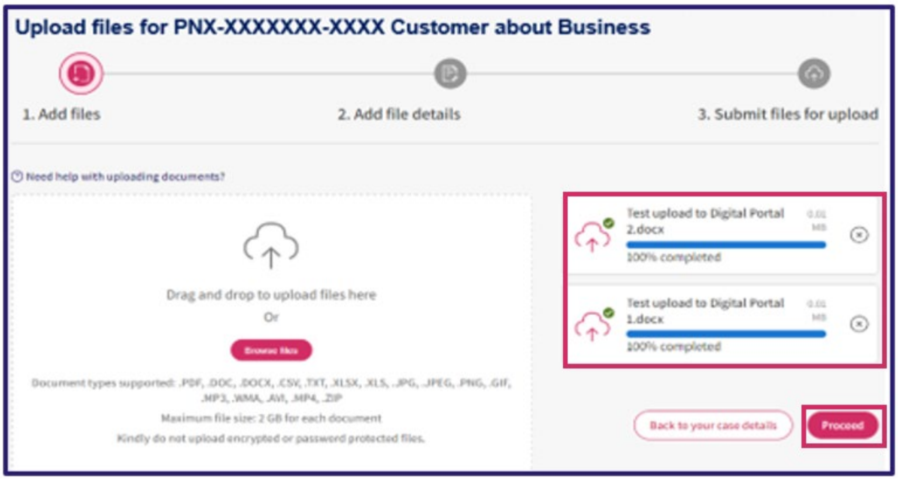
Confirm the case title is correct for the case you're uploading to. If you're unsure, select 'back to your case details' to see more details about the case and consumer.

When you're sure you have the correct case, select '**browse files**' then select the file(s) from your computer's storage and select 'open' to attach.



Step 3:

When your files appear on the right-hand side, and they're 100% complete, select '**proceed**'.



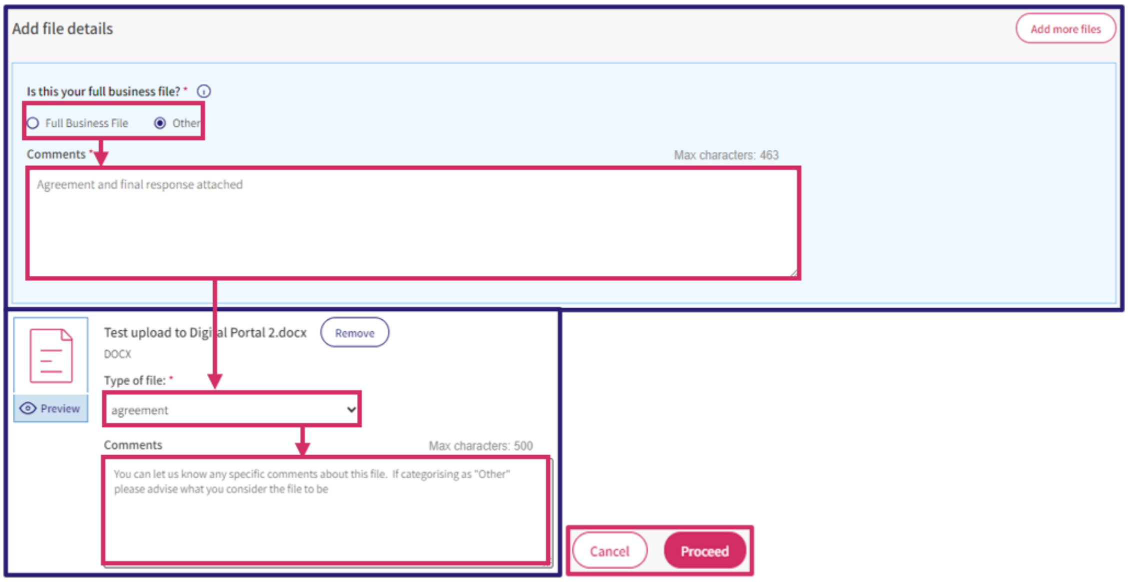
Step 4:

Confirm if you're attaching a '**full business file**' or **another document type**. By selecting full business file, the business file data for the case you're working will be updated to reflect a business file has been received, once the upload is complete.

Add a central **message** about the documents you're uploading in the main '**comments**' section. For each individual document, please select an appropriate '**type of file**' from the list and add a further optional comment for each individual file.

You can request for a document to be treated as confidential. We will review these requests and decide if the information should be treated confidentially, based on the content of the file and the case.

Once you've provided all the required information about your upload, please press '**proceed**'.

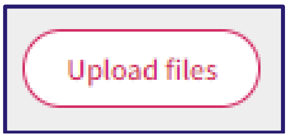


Step 5:

A confirmation message will be displayed when the files have been successfully submitted for upload.

To track the upload progression, you can check the '**track upload**' page to review whether your documents have successfully been received.

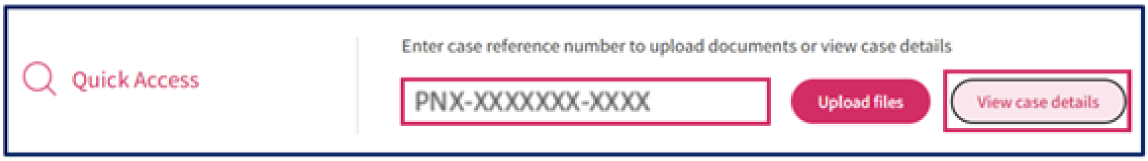
Please note, you can also upload documents from an individual case page, by selecting 'upload files'.



Quick access – view case details

Step 1:

Enter a Financial Ombudsman Service case reference into the '**quick access**' search field then select '**view case details**'.



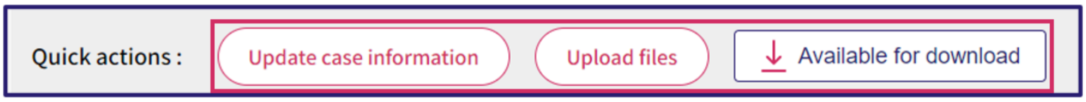
Step 2:

The case details screen displays **detailed information about the case** including:

- **case title**
- **case stage**
- **business reference** – this is your case reference
- **case status** - a marker to identify whether we're waiting for a response from one of the complaint parties - or whether the case is awaiting action from us
- **priority status** – lets you know if we've prioritised the complaint
- **enquiry date** - date the consumer first raised their complaint with us
- **date case moved to investigation** – date we agreed to investigate the complaint, requested your business file and the complaint became chargeable
- **case categorisation information**
- **case age** – calculated from the date case moved to investigation

From the view case details screen you can access the '**quick actions**' tools to

- '**update case information**'
- '**upload files**'
- view documents '**available for download**'



On the case details screen, you can also view:

- **case parties** - this shows you key consumer information and information about our investigator assigned to the case, if the case has been allocated.
- **case files** - this shows you key case documents we've made available for you to download and documents or notifications you've sent through Ombudsman Connect for Business. You can filter by the case party who originally provided the document (e.g. the complainant, you or us).
- **case outcomes** - this shows you any case outcomes sent on a case, including views and offers.

Please note, you can also access a case details page from the case list page, by pressing the interactive case reference link.

Update case information (individual case)

You can use this feature to **send a message** about an individual case to us, such as an offer or your response to an outcome. This is a streamlined way to send case notifications to us and can be used instead of sending case emails.

The steps below explain how to send a message on an individual case. If you would like to send the same message on multiple cases, please view the section 'update case information (multiple cases)' below.

Step 1:

Locate the **case details page** of the case you want to send a notification about.

This can be done through the 'quick access' feature on the dashboard page or pressing the interactive case reference hyperlink on the case list page.

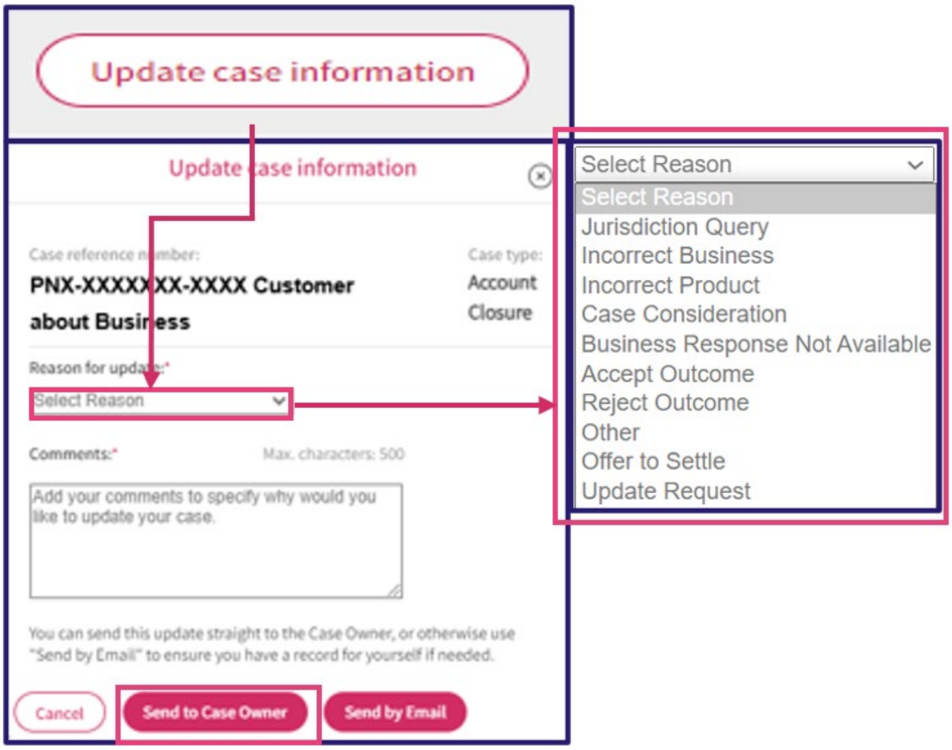
Step 2:

Select '**update case information**' which can be found in the 'quick actions' section of the page.

Step 3:

Select a '**reason for update**' and add the message you'd like to share in the '**comments**' section.

The comments section can be used as an alternative to a message you'd send in an email.



Once you've added your comments, please select **either 'send to case owner'** or **'send by email'**.

'Send to case owner' will keep the message within Ombudsman Connect for Business and you will be able to see any notifications you've sent on the 'case details' page. This is the recommended option.

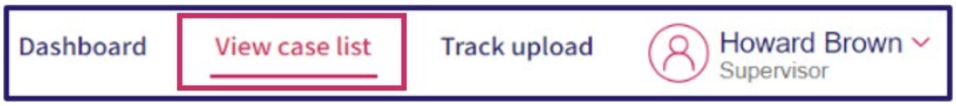
'Send by email', will create a pre-populated message, which will appear in your default email system, for you to send separately.

Case list

The case list page gives you detailed information about **your business's open** and **closed cases**. On this page you can:

- **view**, **filter**, **customise** and **export** your **case list** (open and closed cases)
- **search for cases** using any column value, including your case reference
- **allocate cases** to yourself and/or others
- send a **case message** on **multiple cases** at one time

This page can be accessed by clicking 'view case list' in the top banner.



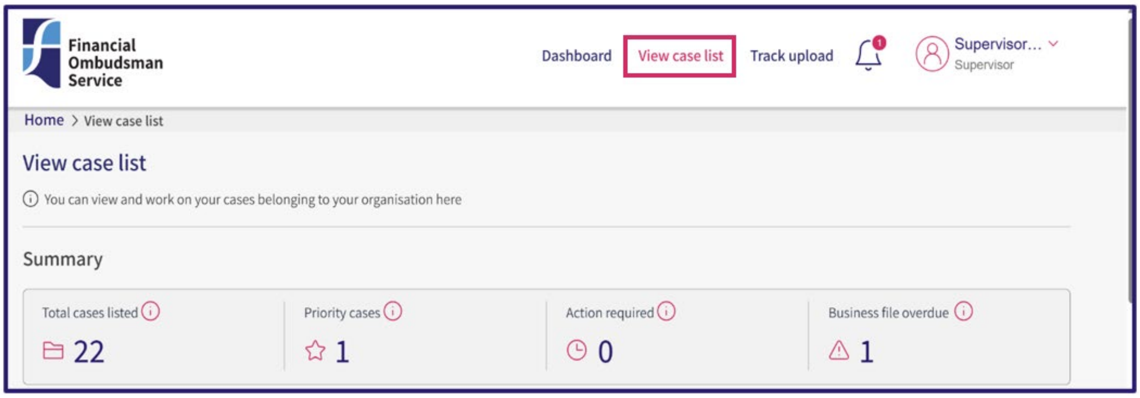
Update case information (multiple cases)

You can use this feature to **send messages** about multiple cases at one time to us, such as multiple proactive offers. This is a streamlined way to send case notifications to us and can be used instead of sending multiple emails about the same thing on different cases.

If you would like to send one message on an individual case, please view the 'update case information (individual case)' section, above.

Step 1:

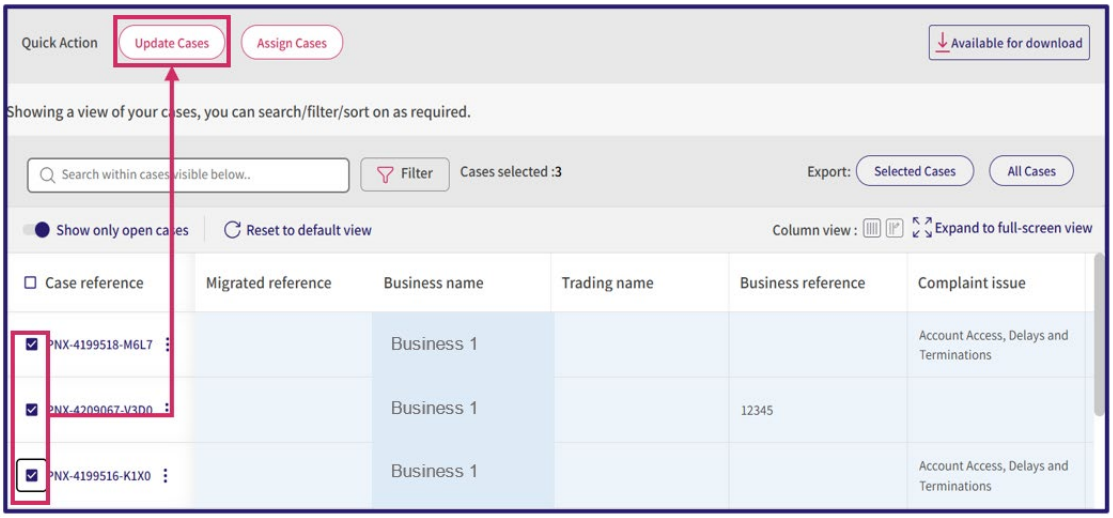
Press the '**view case list**' tab and scroll down to the case list.



Step 2:

In the case reference column, **check the boxes** of the cases you'd like to send a notification on. You can select up to 50 cases at a time and selected cases must all relate to the same business.

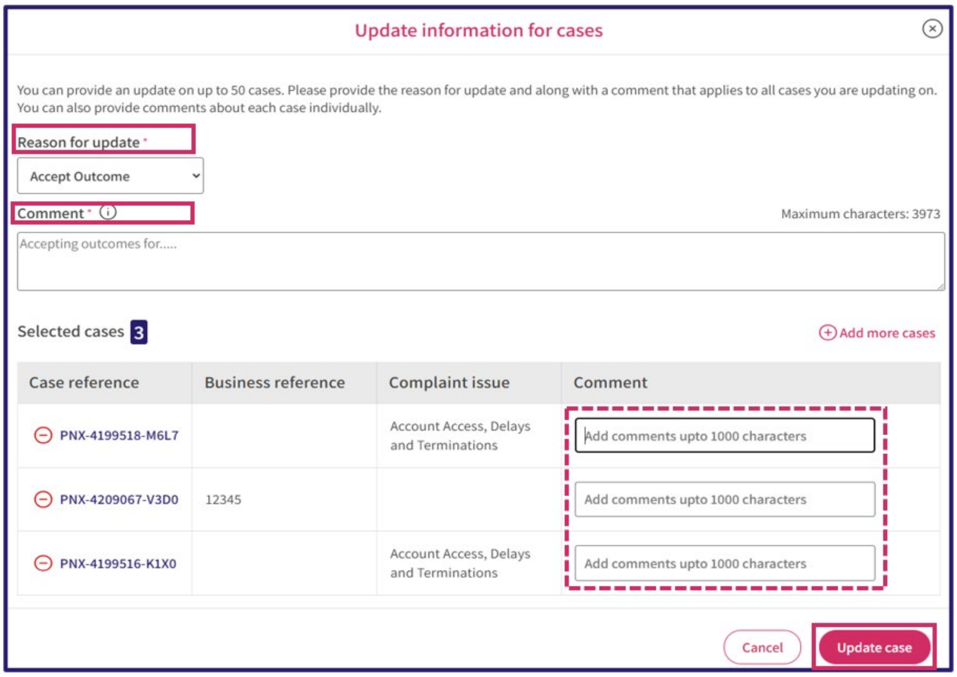
Once you've selected all the cases you'd like to send a notification on, press '**update cases**'.



Step 3:

In the '**update information for cases**' window, choose a '**reason for update**' from the dropdown options and provide a central **message** you'd like to communicate for all the cases. You also have the option to add an additional individual comment for each case.

Select '**update case**' when you're happy with your updates.



A message will pop up confirming the update case request has been submitted. You can close the message once you've read it.

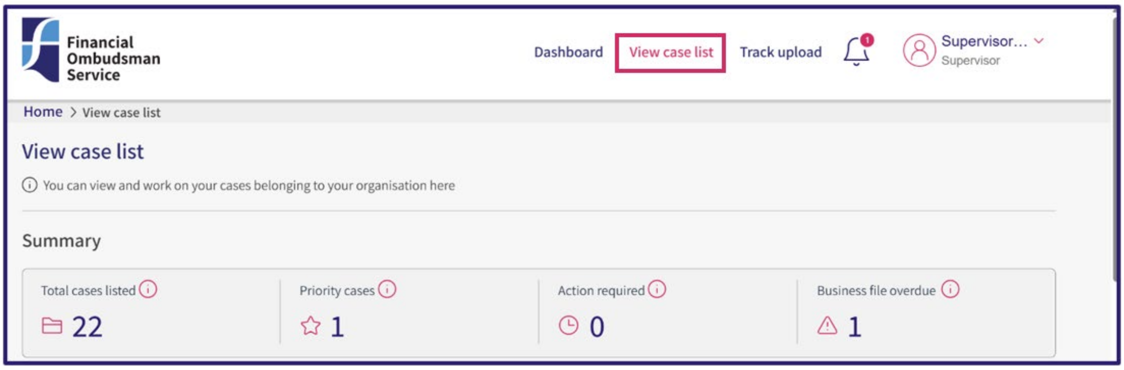
Assign cases

Cases can be assigned to users in Ombudsman Connect for Business. Caseworkers can assign cases to themselves, and supervisors can assign cases to themselves or someone else in their business.

To assign a case, please see the steps below.

Step 1:

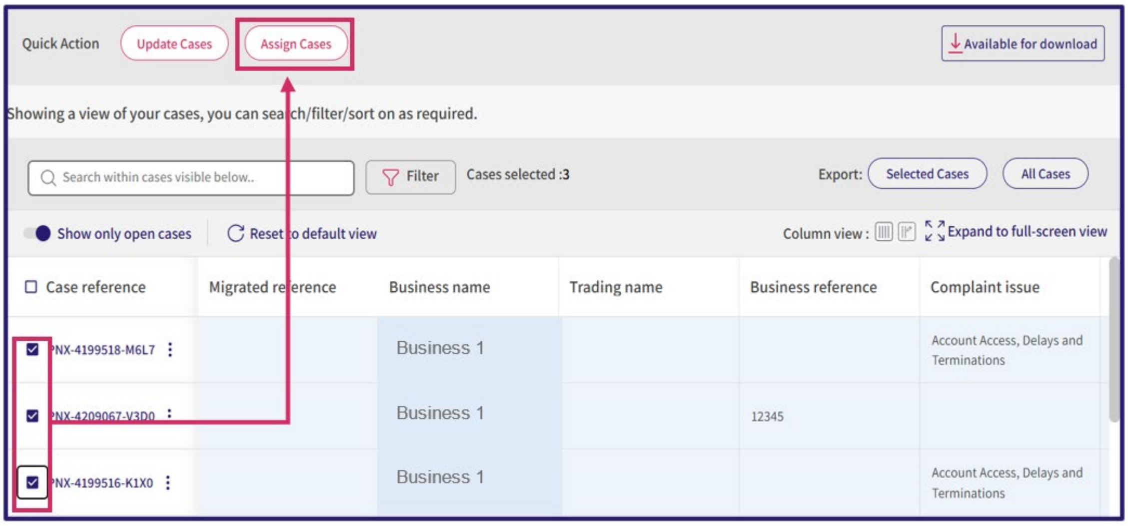
Press the '**view case list**' tab and scroll down to the case list.



Step 2:

In the case reference column, **check the boxes** of the cases you'd like to allocate. You can assign up to 25 cases at a time and selected cases must all relate to the same business.

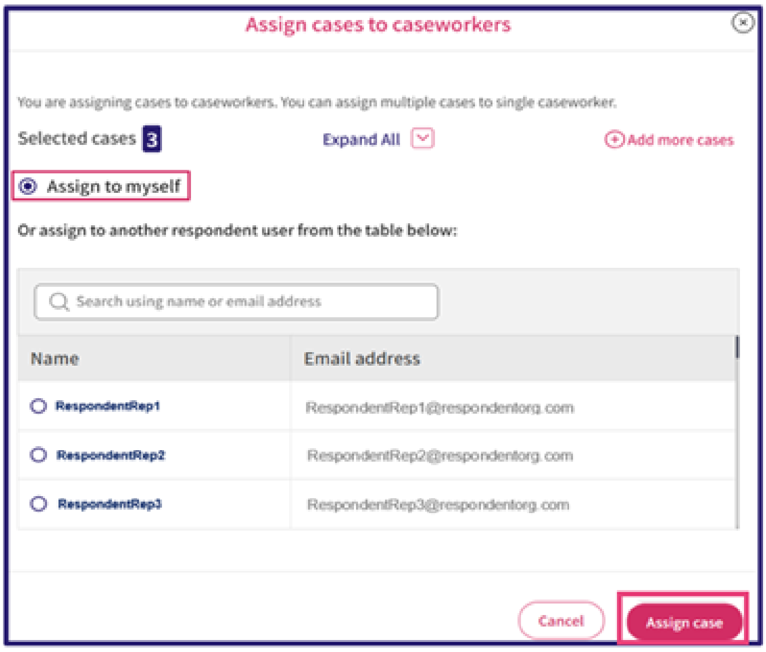
Once you've selected all of the cases you'd like to allocate, press '**assign cases**'.



Step 3:

Select '**assign to myself**' if you are a caseworker user. If you are a supervisor user, you can also select from the list of caseworkers to assign cases to one of your onboarded colleagues.

Then select, '**assign case**'.



A message will pop up confirming that the cases have been assigned. You can close the message once read.

Track upload

The track upload screen enables you to check your uploads have successfully passed through our scanning tools, and we have received your files.

It's good practice to view this page to ensure all files you've submitted have successfully been received.

Technical Helpdesk

The technical helpdesk is available to support with any technical queries or issues you may experience using Ombudsman Connect for Business.

To access, please select the **chat icon** at bottom right of your screen to access the '**virtual assistant**'.

Select a common query or type a query in the chat box for quick and easy troubleshooting tips.