



The Rail Ombudsman launches new website to improve accessibility and user experience

Date: xxx

[The Rail Ombudsman](#), part of the [Ombuds Group](#)¹ has unveiled its newly redesigned website to better serve users. Created with development support from cloud-based software platform Tizo², the updated site offers a more accessible, intuitive, and informative experience for both consumers and industry stakeholders.

Informed by user feedback including dedicated accessibility testing procured by the Office of Rail and Road (ORR)³, the new website includes several enhanced features alongside refreshed imagery and a design that better reflects the organisation's ethos:

- Accessibility compliance: Independently tested and conforms to the latest WCAG 2.2 AA standards.
- 40 Working Days Calculator: Easily check whether your complaint falls within the eligible timeframe for escalation.
- Accessibility toolbar: Offers screen reading, translation, and custom styling options to support diverse user needs.
- Key documents now in HTML format: Improves readability and accessibility across all devices.
- Structured documents page: Organises downloadable documents more clearly for easier navigation.
- Support for British Sign Language (BSL) users: A new QuickStart video in BSL—available to watch [here](#).

Kevin Grix, Group Chief Executive and Chief Ombudsman said:

"The Rail Ombudsman is here to help consumers resolve disputes and to provide insight that supports positive change within the rail sector. Our new website reflects our commitment to clarity, accessibility and continuous improvement."

Stephanie Tobyn, ORR's director of strategy, policy and reform, said: *"We welcome the launch of the new, Rail Ombudsman website, particularly its enhanced accessibility features, which are expected to improve the overall user experience."*

This positive development stems from insights gained through our research into passengers' experiences with the service, followed by the implementation of an agreed improvement plan. As the sponsoring body, we remain committed to providing ongoing oversight and assurance of the service's performance and quality.

For more information about the Rail Ombudsman and to view the new website, please visit:

www.railombudsman.org

Ends

For further information regarding the Rail Ombudsman or the work it undertakes please contact:

Kate Slater, on 079 811 95062 or email: kslater@railombudsman.org

Notes to editors:

1. Part of the Ombuds Group, The Rail Ombudsman is an independent, not-for-profit, government-approved Ombudsman scheme, providing Alternative Dispute Resolution (ADR) across a range of industries. Led by staff with both dispute resolution and legal qualifications, the Ombuds Group has a heritage of over 30 years having been established in 1992 by the Office of Fair Trading. Neither a consumer champion nor an industry body, we are independent and draw upon extensive experience in providing similar services across a broad range of regulated and unregulated sectors including furniture, rail, retail, licensing, logistics and home improvement. We also provide staff and expertise to the Independent Football Ombudsman which was set up and funded by the Premier League, EFL and Football Association.
2. For more information on Tizo, visit www.tizo.co.uk
3. More details about the test and research programme conducted by ORR are available at: [The Rail Ombudsman | Office of Rail and Road](#)
4. The BSL video can be viewed at <https://youtu.be/rS2lo-gJSVk>

Premier House, First Floor, 1-5 Argyle Way, Stevenage, Hertfordshire. SG1 2AD
Registered in England and Wales: 08945616