The Complaint Boards

ESS Portal

User manual

Complainants

July 2025 - Version 4.9

Contents

Introduction

This user manual describes the ESS Portal functionality used for exchanging views and for communicating with the complainant in connection with the processing of complaints.

When a case is sent to a party for comments, the party concerned receives a notification email explaining that a case has been sent for comments.

The module is used for actual responses, for when a party is to return a response, or for information purposes when a party merely is to receive information about a complaint.

The responding party can log in to the ESS Portal via a web browser. When the party has logged in, a list of cases currently submitted to the party for comments will appear.

The responding party can open the case, comment on and upload case documents, and return the case with a response.

Complaints regarding Basic business account

With respect to complaints regarding Basic business accounts, the company/the association (the complainant) must during the handling of the complaint be represented by a personal representative. Consequently, every section below concerning the complainant also applies to the representative of the complainant.

Log in
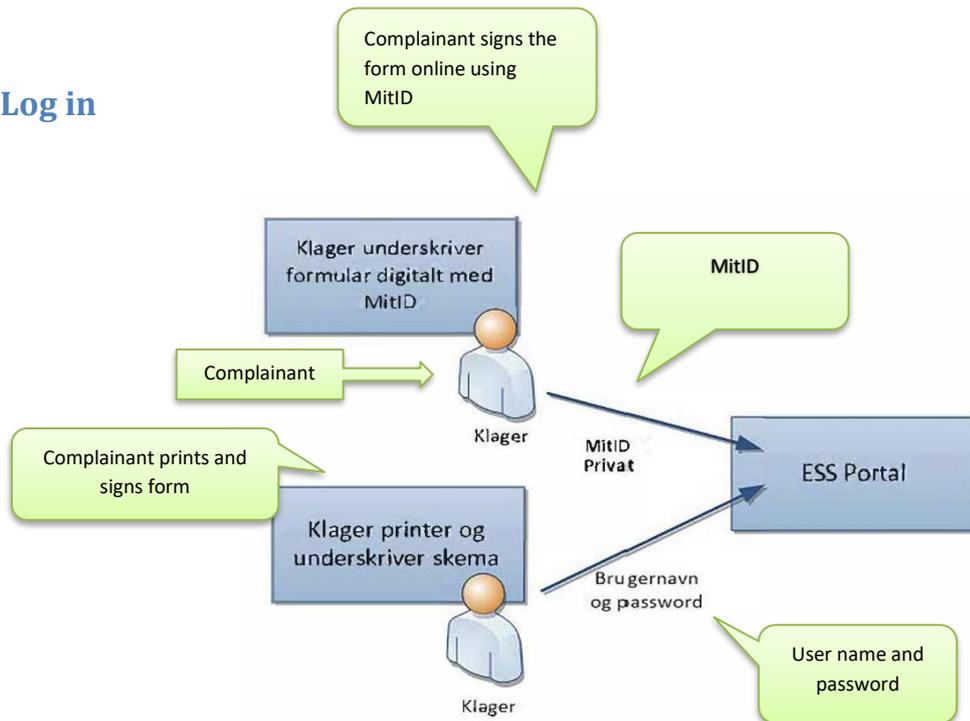
Log in using MitID

The complainant or the complainant's representative can log in using **MitID** if the complaint has been submitted via a digitally signed online complaint form. Here, the complainant can use the MitID used when signing the complaint via the online complaint form.

Log in with username/password

If the complainant does not have a MitID or is logging in for the first time, the '**Forgotten password**' function can be used to create a password.

The complainant or his/her representative must enter the password provided when the complaint was submitted, after which he/she will receive an e-mail with instructions about how to reset/create a new password.

If the user already has a password, the e-mail address with password can be used to log in.

Case overview

Once logged in to the ESS Portal, users will see an overview of the cases to which they are a party.

The user's manual for complainants can be found here.

The user can click on an individual case to see its details. If the case is open for new input, new case documents can be uploaded.

Screen views

When a **case** is opened on screen, the following four types of information will appear:

- Overview
- Case data
- Documents
- Messages
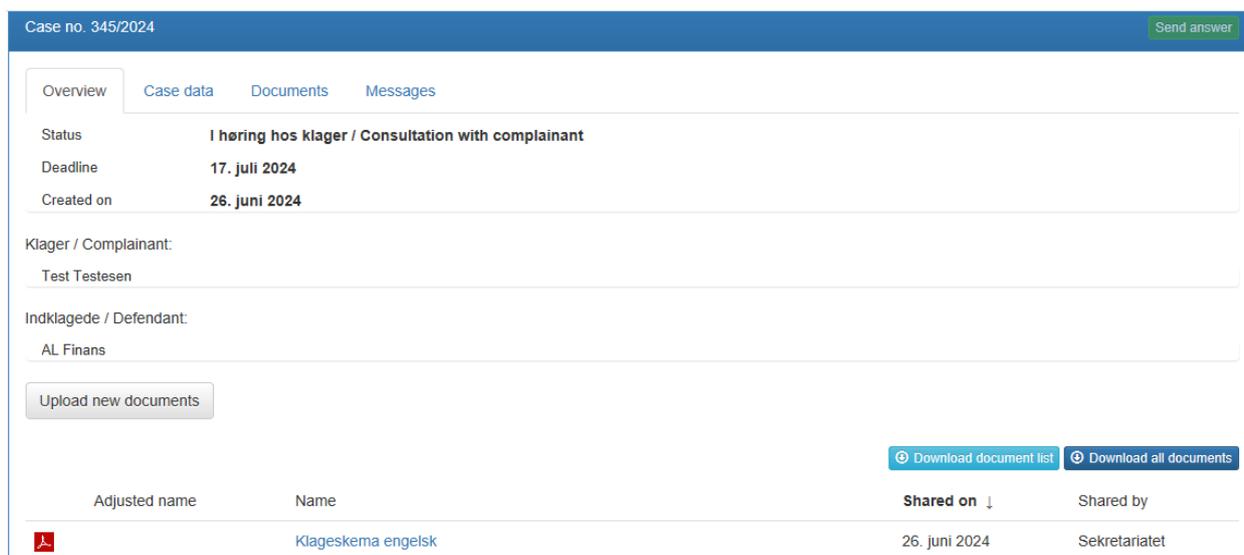
If the case status is such that users are allowed to submit input to the case, the button 'Upload new documents' will be visible, giving you the opportunity to upload and add new documents and messages.

Upload documents

A click on 'Upload new documents' brings up a dialogue box that allows the user to search for and upload documents to the ESS Portal. The user can select one or more documents and press "OK".
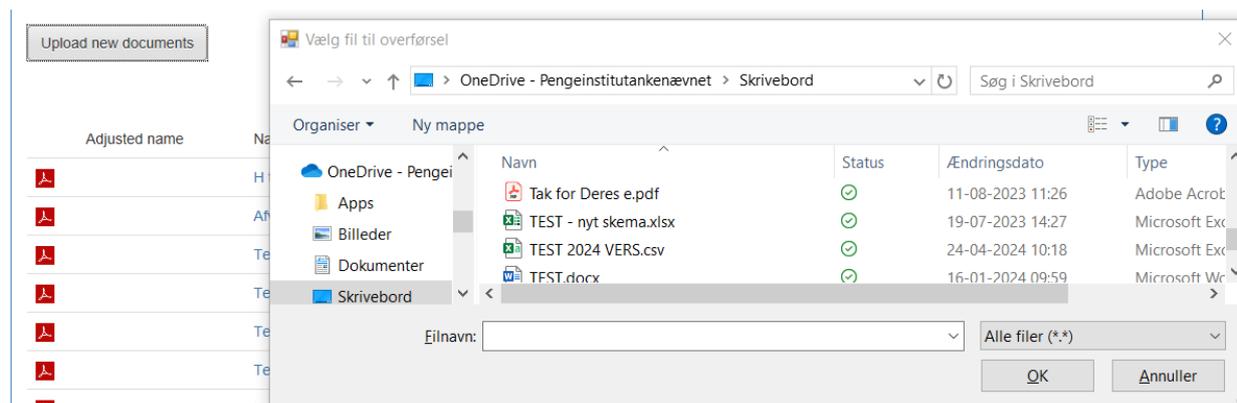

Add message

When you have access to the case, you can submit input and add a message to the case.

Send the case back with answers/response deadlines

When you have sent a case response, you can use the 'Send answer'-button, after which the case is returned to the Complaint Board.

If a case response is not sent within the given time limit, the case will automatically be returned to the Complaint Board, and no further messages or documents can be uploaded to the case before the Secretariat again has opened the case for you to file your response.
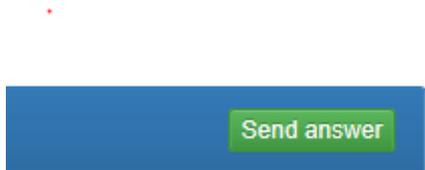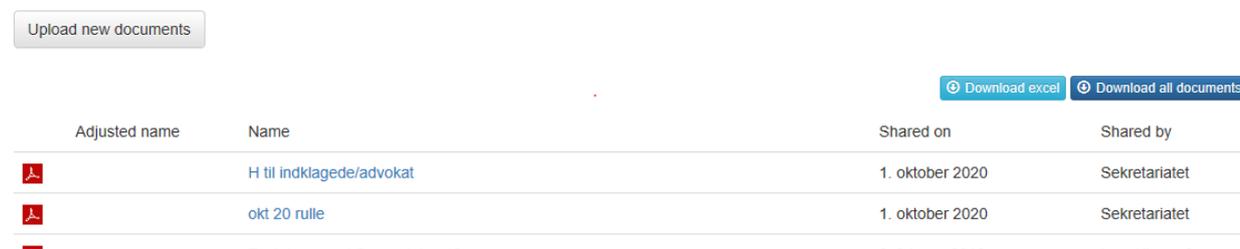

View and download documents

If case documents have been shared with you, you can open them by clicking on each individually or by clicking the 'Download all documents' button, which allows you to save all the documents as a ZIP file[**] on your computer.

[**]*A ZIP file is a collection of documents, programs or other files that have been reduced in size and bundled together in a single compressed file, also known as an archive. The ZIP file can be unpacked to give access to each separate document.*

Reopening

Once a case has been decided and the complainant/complainant's representative opens the document containing the decision, the 30 calendar day time limit period for reopening begins. Once the period has expired, it will no longer be possible to reopen the case, unless there are special circumstances.

Adjusted name	Name	Shared on	Shared by
	H til indklagede/advokat	1. oktober 2020	Sekretariatet
	okt 20 rulle	1. oktober 2020	Sekretariatet

Visibility of cases via the ESS Portal

Cases will be visible in the ESS Portal for <u>one year</u> after they have been closed.