

Factsheet 6. This factsheet provides information about what you can do after receiving a decision from a Specified Officer to not accept your Service complaint for investigation or to not allow your appeal to proceed for a further decision.

An admissibility decision (sometimes called a gateway decision) can be either a decision:

- a. by the Specified Officer not to accept your Service complaint for investigation, or
- b. not to accept your request for an appeal in your Service complaint.

If you have received an admissibility decision that you do not agree with you can ask the Ombudsman to review it. The process for this is set out below.

-  1 Complete an [application for review of an admissibility decision](#) and send it to us. You have 4 weeks from the date of decision you want reviewed to do this.
-  2 Your application will be received by our Referrals and Enquiry team who will send you an acknowledgement. The Referrals Team will also tell you when your application has been passed to the Investigations Team.
-  3 A member of the Investigations Team will contact you within 5 working days of your application being referred to them. They may ask you for further information, evidence, or other documents.
-  4 The Investigator will send you a decision within 17 working days. This decision is binding. If the decision is that your complaint should have been accepted for investigation or that your appeal should have been allowed to proceed for further decision, the Services must accept this.

Further information on the OSCO can be on our website www.servicecomplaintsombudsman.org.uk

Frequently Asked Questions

Will all applications for a review of a gateway decision be accepted?

No, not all applications will be accepted. An application must be made within 4 weeks from the time you receive a decision from the Ombudsman. If you submit an application after the 4 week period you need to provide reasons why it would be just and equitable to accept it.

If the Ombudsman finds in my favour what does this mean for me?

If the Ombudsman finds in your favour it means that the Service must now arrange to meet with you and investigate your complaint or proceed with your appeal.

If the Ombudsman does not make a decision in my favour, can I challenge this?

If you are unhappy then you have the option to challenge the decision by way of Judicial Review. [Factsheet 15](#) contained more information about Judicial Review.