

Helping to build a better Service complaints system for all Service personnel

The Ombudsman can:

- help you access the Service complaints system
- review a decision that a Service complaint or appeal is inadmissible
- investigate allegations of undue delay in the handling of a Service complaint
- investigate the substance (merits) of your complaint at the end of the internal process
- investigate allegations of maladministration in the handling of a Service complaint at the end of the internal process

For more information or to get in touch:

- 🌐 www.scoaf.org.uk
- ☎ 020 7877 3450
- ✉ contact@scoaf.org.uk
- ✉ PO Box 72252, London SW1P 9ZZ
- 🐦 @SCOAF_UK



Nicola Williams

Service Complaints
Ombudsman
for the Armed Forces

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