

## Application for referral

Please complete this form if you would like the Service Complaints Ombudsman (the Ombudsman) to refer your intention to make a Service complaint. A referral from the Ombudsman is not a Service complaint. It will only become a Service complaint if you decide to submit a formal complaint in writing to your chain of command.

A referral will automatically be made where:

- You provide your personal details (we can't refer anonymous complaints)
- You provide the subject of the matter complained about
- You provide consent for the referral to be made

If the Ombudsman decides she cannot make a referral you will be provided with a decision letter that clearly outlines the reasons for this. If there is another way you can raise your complaint you will also be given this information.

Because a Service complaint is an internal workplace grievance it must be handled by the Service in the first instance. The Ombudsman does not have the power to investigate any aspect of your complaint at this stage.

Please complete all sections of this form. You do not need to send any documents in with this application but if you have completed an Annex F we are happy to receive this and will forward it to the Service if a referral is made.

Our Enquiries & Referrals Team is available to help if you need any further information or assistance to complete this form. Please phone **020 7877 3450** or email [contact@scoaf.org.uk](mailto:contact@scoaf.org.uk)

## Section 1 – Personal details

Please complete all fields in this section.

<b>Surname/ Family Name</b>			
<b>Given Name(s)</b>			
<b>Title (Mr,Mrs, Rank)</b>			
<b>Address</b>			
<b>Email</b>			
<b>Phone</b>			
<b>Preferred method of contact</b>	<input type="checkbox"/> Email	<input type="checkbox"/> Phone – Home	<input type="checkbox"/> Phone – Mobile
	<input type="checkbox"/> Phone – Work	<input type="checkbox"/> Phone – Other	<input type="checkbox"/> Post
<p><b>Are there any restrictions on when/how we can contact you?</b> We need to know if there are certain days or times when we cannot contact you – including leave or deployment. If we cannot contact you or you fail to co-operate then your case might be closed.</p>			

<b>Service Number</b>		<b>Rank</b>	
<b>Please tick which Service you are or were previously in</b>			
<input type="checkbox"/> Royal Navy	<input type="checkbox"/> Royal Marines	<input type="checkbox"/> Army	<input type="checkbox"/> RAF
<b>Are you currently or were you previously serving as a Reservist?</b>			
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to answer	
<b>Currently serving?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Date of discharge</b>			
If no longer serving please provide your title (for example Mr, Mrs, rank)			
<b>Current unit and location</b> (or last unit if no longer serving)			
<b>Gender</b>			<input type="checkbox"/> Prefer not to answer
<b>Are there any adjustments we can make to help you access our service?</b> Such as providing information in a specific format. We will not share this information with the Service.			
<a href="#">Add Page</a>			

## Section 2 – What do you want the Ombudsman to refer?

You need to provide some *brief* information about how you were wronged so the Ombudsman knows whether it can be referred. The Ombudsman will make no judgement on the merits of what you want to complain about.

**a) Summary of what happened and when.** Please include all relevant dates or timeframes. Remember you normally only have 3 months from the date you were wronged, or became aware of the wrong, to make a Service complaint. Contacting the Ombudsman does not “stop the clock” on this time limit. If you are close to the time limit we recommend that you make your complaint direct to your chain of command. If you don’t feel you can do that you can still ask the Ombudsman to refer your intention to make a complaint but it is up to the Service to determine whether they will accept a complaint outside the time limit.

[Add page](#)

**b) Have you already submitted a formal complaint (in writing) to the Service about the matter mentioned on this application form?**

Yes       No

**Please provide reference number(s) if known:**

**c) How have you been affected by what has happened?**

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**d) Is your Commanding Officer implicated in your complaint?**  Yes  No

If yes, please explain how your Commanding Officer was involved, this will be highlighted in the Referral Letter.

**e) Any further comments you wish to add**

### **Section 3 - Privacy statement**

The Office of the Service Complaints Ombudsman is committed to the protection of your privacy in accordance with the Data Protection Act 2018. Our aim is to ensure that the information you provide us is handled in a secure, efficient and confidential manner.

#### **How do we process your information?**

When you complete our application form, whether online or hard copy, we will transfer the information you provide to an electronic record using our Case Management System.

In the next section you will be asked to give consent for us to process and use your information. We have clearly set out each of the ways the OSCO may use your information.

#### **What if I have concerns about how my personal information is handled?**

If you are concerned about how we handle your personal information you have the right to make a complaint. You can do this by contacting our data protection officer at [privacy@scoaf.org.uk](mailto:privacy@scoaf.org.uk)

You can visit our website for more information about what we do with your personal information please read our privacy policy which can be found on our website [www.scoaf.org.uk](http://www.scoaf.org.uk)

**Section 4 - Consent**

Please read through the following information carefully and tick each box to indicate that you have understood before signing and dating the consent. We can't process your application if you do not complete this section.

If you are completing this form electronically, you can type your name into the signature box. This will be accepted for consent purposes as long as you send the form from your personal email account.

<input type="checkbox"/>	I give consent for the Ombudsman to refer my intention to make a Service complaint to my chain of command.
<input type="checkbox"/>	I understand that after reviewing my application the Ombudsman may decide that my case cannot be accepted for referral.
<input type="checkbox"/>	<p>The Ombudsman is registered under the Data Protection Act 2018 (registration number ZA117749). I understand that the Ombudsman must keep a record of the personal information that I provide and that she may need to:</p> <ul style="list-style-type: none"> <li>• share information about my application with the Service;</li> <li>• ask the Service for information about whether I made a formal complaint following referral and the outcome of that complaint;</li> <li>• use anonymised information about my application in her Annual Report;</li> <li>• report any concerns for my safety or the safety of others to the appropriate persons.</li> </ul>
<input type="checkbox"/>	I understand that the Ombudsman will keep a record of the personal information I provide for a period of no less than 10 years. After this time my file will be destroyed.
<input type="checkbox"/>	I have provided details about any limitations on how/when I can be contacted.
<b>Signature</b>	<b>Date</b>

**Checklist**

Before you submit your form take time to double check that you have:

<input type="checkbox"/>	completed all fields in section 1 and told us about any limitations on how/when we can contact you
<input type="checkbox"/>	given a brief overview of the issue you want the Ombudsman to refer
<input type="checkbox"/>	ticked all the boxes in the consent section
<input type="checkbox"/>	signed and dated your form
<input type="checkbox"/>	saved a copy of your completed form to your computer (File – Save As)

**How to submit your form**

You can submit your completed application form by email or post.

Remember, you don't need to send any other documents through with your application. If you have completed an Annex F form we are happy to receive this and will forward it to the Service if a referral is made.



[contact@scoaf.org.uk](mailto:contact@scoaf.org.uk)



PO Box 72252  
LONDON  
SW1P 9ZZ

We will acknowledge your application within two working days of receiving it. If you have not received an acknowledgement after that time please contact us.



**Reasonable adjustment –additional page**

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**Summary of what happened - additional page**

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**How have you been affected - additional page**

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