

## Application for investigation of undue delay

Please complete this form if you would like the Service Complaints Ombudsman (the Ombudsman) to investigate alleged undue delay in the handling of an on-going (open) Service complaint you have made, or an on-going (open) Service matter that you have raised.

There is an expectation that you will only make an application to the Ombudsman after you have tried to resolve the delay yourself. There is a section in the form for you to tell us what steps you have taken to do this or provide reasons why you have been unable to.

Please note for ongoing Service complaints, the 24 week target for completion starts, once the Specified Officer or the Ombudsman has ruled the Service complaint admissible.

### **Please complete all sections of this form.**

If your application is about an ongoing (open) Service complaint you need to send us a copy of your written statement of complaint or Annex F form with your application. Your application will not be considered to be complete unless your statement of complaint is submitted with it.

If your application is about an ongoing (open) Service matter, please provide us with details of when you raised your concerns and with whom. If this was done in writing, it would be helpful if you could provide a copy with your application.

You **should not** supply any further documents at this time. Any other documents provided won't be accepted and may be destroyed.

Once your application has been allocated to an investigator we aim to provide you with a final decision within 17 working days.

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)

**Application for investigation of undue delay****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 etc)</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 can't contact you – including leave or deployment. If we cannot contact you or you fail to co-operate then your case might be closed.</p> <p style="text-align: center;"><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>			

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<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    Date of discharge			
If no longer serving please provide your title (for example Mr, Mrs, rank)			
<b>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.			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
<a href="#">Add page</a>			

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### Section 2 – Details of your complaint

Please complete all fields in this section

<b>Type of matter</b>	<input type="checkbox"/> Service complaint (a written statement of complaint has been made and accepted for investigation)  <input type="checkbox"/> Service matter (you have raised an issue that could be the subject of a Service complaint, but no formal Service complaint has been made and accepted)
<b>Date you made the Service complaint/raised the Service matter</b>	
<p><b>Why do you think there has been undue delay in the handling of your Service complaint/matter? Include all relevant dates.</b> Please note for ongoing Service complaints, the 24 week target for completion starts once the Specified Officer or the Ombudsman has ruled the Service complaint admissible.</p> <p style="text-align: right;"><a href="#">Add page</a></p>	
<b>Have you tried to resolve this yourself?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p><b>If you have, please let us know what you have done. If you haven't, please let us know why.</b></p>	

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**What impact has the delay had on you?**

**Who is dealing with your Service complaint (or Service matter)?** Please provide the name, phone number and email address of the person who is responsible for your complaint/matter. If relevant, please also provide the name, phone number and email address of anyone who is involved in managing the administration of the complaint.

### 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)

**Application for investigation of undue delay****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 cannot 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 as consent if you send the form from your personal email account.

<input type="checkbox"/>	I give consent for the Ombudsman to investigate whether there has been undue delay in the handling of my Service complaint/matter		
<input type="checkbox"/>	I understand that after an initial review the Ombudsman may decide that she cannot accept my application		
<input type="checkbox"/>	I understand that the decision made by the Ombudsman is final and binding		
<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 my 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>	

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### Checklist

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

- completed all fields in section 1 and told us about any limitations on how/when we can contact you
- completed all fields in section 2
- ticked all the boxes in the consent section
- signed and dated your form
- attached your written statement of complaint/Annex F form if your application concerns an ongoing Service complaint, or any evidence of when you raised your concerns in relation to a Service matter

### How to submit your form

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

Remember, if your application concerns a Service complaint you also need to send us your written statement of complaint/Annex F form.



[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.



## Application for investigation of undue delay

### Reasonable adjustment – additional page

[Return to main application form](#)

## Application for investigation of undue delay

**Why do you think there has been undue delay? –  
additional page**

[Return to main application form](#)