

Application for review of an admissibility (gateway) decision

Please complete this form if you would like the Service Complaints Ombudsman (the Ombudsman) to review an admissibility decision made by the chain of command to either:

- not accept part, or all, of your Service complaint for investigation; or
- not accept your appeal for further decision.

Applications must be completed within four weeks and two days of an admissibility decision being posted or sent to you electronically. If you are making an application after this time it may not be accepted. There is a section in the form for you to tell us why your application is late.

Please complete all sections of this form. When you submit your application you need to send in:

- A copy of your written statement of complaint/Annex F form; and**
- A copy of the admissibility decision letter which you would like the Ombudsman to review**

Your application will not be considered to be complete without these documents. You **should not** supply any further documents at this time. Any other documents provided won't be accepted and may be destroyed.

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

The Ombudsman provides independent and impartial oversight and will review all aspects of a Service complaint. This means that the Ombudsman may potentially overturn a decision by the Services that was previously made in your favour.

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

Application for review of an admissibility decision

Section 1 – Personal details

Please complete all fields in this section

Surname/ Family Name	
Given Name(s)	
Title (Mr, Mrs, Rank etc)	
Address	
Email	
Phone	
Preferred method of contact	<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>Are there any restrictions on when/how we can contact you? 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><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	

OFFICIAL-SENSITIVE-PERSONAL (WHEN COMPLETED)

Independence | Impartiality | Integrity

Application for review of an admissibility decision

Service Number		Rank	
Please tick which Service you are or were previously in			
<input type="checkbox"/> Royal Navy	<input type="checkbox"/> Royal Marines	<input type="checkbox"/> Army	<input type="checkbox"/> RAF
Are you currently or were you previously serving as a Reservist?			
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to answer	
Currently serving?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date of discharge
If no longer serving please provide your title (for example Mr, Mrs, rank)			
Unit and location (or last unit if no longer serving)			
Gender	<input type="checkbox"/> Prefer not to answer		
Are there any adjustments we can make to help you access our service? 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			
Add page			

OFFICIAL-SENSITIVE-PERSONAL (WHEN COMPLETED)

Independence | Impartiality | Integrity

Application for review of an admissibility decision

Section 2 – What decision do you want reviewed?

Please complete all fields in this section

Date of Decision	
Is this more than four weeks and two days from when the decision was posted or sent to you electronically?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If yes, please let us know why you haven't made your application to the Ombudsman earlier - The legislation that gives the Ombudsman her powers states that applications to the Ombudsman must be made within four weeks and two days of the date the admissibility decision was posted or sent electronically to the complainant. If an application is made after this time, the Ombudsman can only accept it if it is 'just and equitable' to do so. We need to know why you did not make your application within four weeks and two days so that we can decide whether it is just and equitable to accept it outside of the time limits.</p> <p style="text-align: right;">Add page</p>	
Type of decision	<input type="checkbox"/> Admissibility of complaint <input type="checkbox"/> Admissibility of appeal

OFFICIAL-SENSITIVE-PERSONAL (WHEN COMPLETED)

Application for review of an admissibility decision

Why do you think the decision was wrong? For example, was it decided that it was an excluded matter but you do not believe it is? Was it ruled out of time but you believe it was in time? Was it ruled out of time but you were not asked why you did not make your complaint in time, or the reasons you gave for any delay were not considered?

[Add page](#)

OFFICIAL-SENSITIVE-PERSONAL (WHEN COMPLETED)

Independence | Impartiality | Integrity

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

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

Application for review of an admissibility decision

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 review the decision made in relation to the admissibility of my Service complaint/appeal
<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"> • share information about my application with the Service • ask the Service for information about my complaint • use anonymised information about my application in her Annual Report • report any concerns for my safety or the safety of others to the appropriate persons
<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.
Signature	Date

OFFICIAL-SENSITIVE-PERSONAL (WHEN COMPLETED)

Application for review of an admissibility decision

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
- given reasons for any delay if your application is being made more than four weeks and two days after the date of the decision you want reviewed
- ticked all the boxes in the consent section
- signed and dated your form
- attached your written statement of complaint/Annex F form **and** the decision you want reviewed

How to submit your form

You can submit your completed application form by email or post. If you are submitting your application by post please obtain proof of posting or use recorded delivery.

Remember, you need to send a copy of your written statement of complaint/Annex F form and the decision letter you are asking the Ombudsman to review with your application for it to be considered complete. Do not send any other documents at this stage.



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.

OFFICIAL-SENSITIVE-PERSONAL (WHEN COMPLETED)

Application for review of an admissibility decision

Reasonable adjustment – additional page

[Return to main application form](#)

OFFICIAL-SENSITIVE-PERSONAL (WHEN COMPLETED)

Independence | Impartiality | Integrity

Application for review of an admissibility decision

Late application – additional page

[Return to main application form](#)

OFFICIAL-SENSITIVE-PERSONAL (WHEN COMPLETED)

Independence | Impartiality | Integrity

Application for review of an admissibility decision

Why do you think the decision was wrong? – additional page

[Return to main application form](#)

OFFICIAL-SENSITIVE-PERSONAL (WHEN COMPLETED)

Independence | Impartiality | Integrity