

## Application for review of an admissibility decision

An admissibility decision is a decision to exclude a complaint from the Service Complaints system.

The Service Complaints Ombudsman for the Armed Forces (SCOAF) has the power to review these decisions and make a final decision about whether the complaint should be accepted into the system.



Admissibility decisions are made at the initial stage of the complaints process and also at the appeal stage.

SCOAF can review both types of admissibility decisions.

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### When can I make an application for a review of an admissibility decision?

If a decision was made that your complaint or appeal was inadmissible and you think it was wrong, you can make an application to SCOAF to review the decision.



Applications must be made within 4 weeks and 2 days from the date the decision letter was emailed or posted to you. If your application is late, it may not be accepted.

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If you need 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 review of an admissibility decision

## Section 1 – Your personal details

Please complete all fields in this section.

<b>Title (Mr, Mrs, Rank)</b>			
<b>First Name</b>			
<b>Surname</b>			
<b>Gender</b>	<b>OR</b> <input type="checkbox"/> Prefer not to answer		
<b>Address</b>			
<b>Email</b>			
<b>Phone</b>			
<b>What is your 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
<b>Service Number</b>		<b>Rank</b>	
<b>Please tick which Service you are, or were, in</b>			
<input type="checkbox"/> Royal Navy	<input type="checkbox"/> Royal Marines	<input type="checkbox"/> Army	<input type="checkbox"/> RAF
<b>Are you, or were you previously, a Reservist?</b>			
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to answer	
<b>Are you currently serving?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Date of discharge</b>			
If no longer serving, what was your rank on discharge?			

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### What is your current unit and location?



It doesn't matter if you have changed units since the admissibility decision was made.

If you are no longer serving, please provide the details of your last unit.

### Are there any restrictions on when/how we can contact you?



It is really important that we can contact you if we need to follow up on something to do with your application. Please let us know if there are certain days or times when we can't contact you – including periods of leave or deployment. If we can't contact you, we might have to close your case on our system.

### Reasonable adjustment



Sometimes, because of a disability or long-term health condition, people need to ask us to make changes to the way we do things so that they are not disadvantaged.

This could include providing information in plain language or a different format.

You can find more information about reasonable adjustment on our [website](#).

Do you need us to make any reasonable adjustments?

Yes

No

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If yes, please let us know what we can do.

# Application for review of an admissibility decision

## Section 2 – What decision do you want reviewed?

Please complete all fields in this section

### What type of admissibility decision do you want reviewed?



The process is the same regardless of the type of decision, but this information helps us to better understand what has happened.

- Decision that my Service Complaint was inadmissible at the initial stage
- Decision that my request for an appeal was inadmissible

### Date of the decision



Applications to SCOAF need to be made within 4 weeks and 2 days from the date an admissibility decision was emailed or posted. Late applications can be accepted if it is just and equitable. This means that there are reasons that SCOAF believe make it fair and reasonable to accept the late application.

Accepting a late application is an exception.

Was the decision posted or emailed to you more than 4 weeks and 2 days ago?  Yes  No

If yes, why was your application late? Why do you think it would be just and equitable for SCOAF to accept it?

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### What part/s of your complaint were ruled inadmissible?



Don't restate your entire complaint here. Briefly state what was ruled inadmissible. For example: 'My complaint about my SJAR was ruled out of time because it happened 12 months ago'.

### Why do you think these parts of your complaint should be admissible?



This is about why you think the decision was incorrect. If a part of your complaint was ruled out of time, why do you think it was 'in time'? If a part of your complaint was ruled an excluded matter, why do you think it isn't? If your request for an appeal wasn't accepted, why do you think it should have been?

### Section 3 - Privacy statement

SCOAF 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 we will transfer the information you provide to 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 SCOAF 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).

For more information about what we do with your personal information please read our [privacy policy](#).

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### 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. We will accept this as consent if you send the application from your own personal email account or named MOD email account.

I give consent for SCOAF to review the decision made in relation to the admissibility of my Service Complaint/appeal	<input type="checkbox"/>		
I understand that SCOAF may decide that my application can't be accepted	<input type="checkbox"/>		
I understand that the decision made by the Ombudsman is final and binding	<input type="checkbox"/>		
SCOAF is registered under the Data Protection Act 2018 (registration number ZA117749). I understand that SCOAF must keep a record of the personal information that I provide. SCOAF may also: <ul style="list-style-type: none"><li>ask the Service for information about my complaint</li><li>use anonymised information about my application in the Annual Report</li><li>report any concerns for my safety or the safety of others, to the appropriate people</li></ul>	<input type="checkbox"/>		
I understand that SCOAF will share the relevant information contained in Sections 1 and 2 with my Service/the appropriate Service	<input type="checkbox"/>		
I understand that SCOAF will keep a record of the personal information I provide for no less than 6 years and that my file will be destroyed after this	<input type="checkbox"/>		
<b>Signature</b>		<b>Date</b>	

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## 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	<input type="checkbox"/>
given reasons for any delay if your application is being made more than 4 weeks and 2 days after the date of the decision you want reviewed	<input type="checkbox"/>
ticked all the boxes in the consent section	<input type="checkbox"/>
signed and dated your form	<input type="checkbox"/>
attached your written statement of complaint/Annex F form	<input type="checkbox"/>
attached the admissibility decision you want reviewed	<input type="checkbox"/>

### How long will the process take?

2 days	We will acknowledge your application within 2 working days of receiving it. If you have not received an acknowledgement after that time please email <a href="mailto:contact@scoaf.org.uk">contact@scoaf.org.uk</a>
17 days	Once your application has been allocated to an investigator, we aim to provide you with a final decision within 17 working days

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## Application for review of an admissibility decision

### How to submit your form

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



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



Service Complaints Ombudsman for the Armed Forces  
PO Box 72252  
London  
SW1P 9ZZ

#### Points to note:

- Only attach your Annex F and decision letter to your application form. **Any additional documents received will be destroyed without being acknowledged.**
- The server for our contact mailbox can't accept emails over 20MB.
- If you are posting your application, please obtain proof of posting or use recorded delivery through Royal Mail.
- Items signed for on delivery are not signed for by our office but staff at the post office. There is a delay between the date items are received at the PO Box and the date they reach our office.