

## Application for investigation into undue delay

You can only ask the Service Complaints Ombudsman for the Armed Forces (SCOAF) to investigate undue delay when:

- you believe there has been undue delay in the handling of a Service Complaint you have made; or
- you believe there has been undue delay in the handling of a Service Matter you have raised; and,
- the Service Complaint or Service Matter is still open.

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A Service Matter is any matter that has been raised with the Service and could potentially be a Service Complaint, but a Service Complaint has not been made.



This could mean you have:

- made an informal complaint
- submitted an Annex F/written statement of complaint, but an admissibility decision has not yet been made.

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### What if my Service Complaint is now closed?

If you exhausted the internal process and think that the delays in handling your Service Complaint were unfair, you can make an application for a maladministration investigation.

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### What is undue delay?

There is no legal definition of undue delay, but in general terms it means that the time taken to do something has been unwarranted or excessive.

If you need any further information, or assistance to complete this form, please phone **0300 369 0689** or email [contact@scoaf.org.uk](mailto:contact@scoaf.org.uk)

# Application for investigation into undue delay

## 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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## Application for investigation into undue delay

### What is your current unit and location?



It doesn't matter if you have changed units since you made your Service Complaint or raised your Service Matter.

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

## Application for investigation into undue delay

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

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## Section 2 – Details of the alleged undue delay

Please complete all fields in this section

### What type of complaint is it?



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

See the notes on the cover page for an explanation of what a Service Matter is.

Service Complaint

Service Matter

### Who is dealing with your complaint?



We need to know who to contact to start our investigation. Please provide the name and email address for the person handling your complaint.

If you don't know, please provide details of who you made your complaint to.

### What have you done to try and resolve this yourself?



It is important that you take ownership of your complaint. Have you raised your concerns with the person handling your complaint? Have you spoken to your AO? If not, why? If yes, when and what happened as a result of this?

## Application for investigation into undue delay

### What has been the impact of the delay?



Have you missed out on something that you can never get back? Has there been an impact on your wellbeing? How has the delay been unfair or unjust?

### 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](#).

## Application for investigation into 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. 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 investigate alleged undue delay in the handling of my Service Complaint or Service Matter	<input type="checkbox"/>		
I understand that SCOAF may decide that my application can't be accepted	<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 if SCOAF conducts an investigation a copy of parts of this application form will be shared with the relevant Service as required by Regulation 5(3) of <i>The Armed Forces (Service Complaints Ombudsman Investigations) Regulations 2015</i>	<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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### 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"/>
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 letter (if available) for your Service Complaint	<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

## Application for investigation into undue delay

### 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:

- If you have made a Service Complaint, you must attach your Annex F and admissibility decision letter (if available) 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.