

Factsheet 7: This factsheet provides information about what options you have after you receive a decision about your Service complaint as part of the internal complaints process.

Key Points

- You have 4 weeks from receiving an admissibility decision to ask the Ombudsman to undertake a review of that decision.
- You can't approach the Ombudsman during the complaint process with the exception of a request to investigate undue delay in the investigation of the complaint.
- You cannot approach the Ombudsman for investigation of maladministration or substance (merit) until your complaint has been through the internal process. This means you will need to have exhausted the internal process including appeal (if applicable) before approaching the Ombudsman's office.
- You have 6 weeks from receiving a final decision to ask the Ombudsman to investigate maladministration or substance (merits).

If you have received a decision about your Service complaint the options that are available to you will depend on what type of decision you have received.

After receiving an admissibility decision

An admissibility decision (sometimes called a gateway decision) can be either a decision to not accept a Service complaint for investigation or to not accept a request for an appeal. If you don't agree with the decision you can ask the Ombudsman to review it. To request a review of an admissibility decision you will need to complete an [application for review of an admissibility decision](#), which can be found on our website. You may also want to read the information provided in [Factsheet 6](#) on this issue.

Decision Body (DB) decision

After your complaint is investigated you will receive a decision from the DB telling you if your complaint has been upheld, not upheld, or upheld in part. If your decision is not upheld (either in full or part) or you do not agree with the redress and you would like to challenge the decision then you will be provided with information on how to appeal the decision within the decision letter. Unless this is a final decision you cannot approach the Ombudsman.

After a final decision

If your complaint has completed the internal process and you have received a final decision (i.e. one you cannot appeal) you have the right to ask the Ombudsman to investigate alleged maladministration in the handling of your complaint and/or the substance (merits) of your complaint. The Ombudsman does not accept all applications for investigation.