

## Application for Referral

A Referral is a letter from the Service Complaints Ombudsman for the Armed Forces (SCOAF) to your Service that says you want to make a Service Complaint. It will then be sent to the your relevant Service Central Admissibility Team.

**SCOAF cannot make referrals about issues that happened before 2008.**

### A Referral:

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> can be made for current or former Service personnel  | <input type="checkbox"/> is not a formal Service Complaint  |
| <input checked="" type="checkbox"/> places a legal obligation on the Service to find out the individual wants to make a formal complaint and get the process started | <input type="checkbox"/> can't be made about the same issue you have already submitted a formal complaint (in writing)  |
| <input checked="" type="checkbox"/> requires the Ombudsman to be updated after key events  | <input type="checkbox"/> is not the start of an investigation by the Ombudsman  |
|  | <input type="checkbox"/> does not mean the Ombudsman thinks that any complaint made following a referral should be upheld<br>does not prevent informal resolution |



A Service Complaint usually needs to be made within 3 months of the date of the wrong being complained about. Submitting this application form, or a referral, does not “stop the clock” on this time limit. The only way to “stop the clock” is to submit a completed Annex F.

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

## 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			
If no longer serving, when were you discharged and what was your rank?			

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<b>What is/was your current/former unit and location?</b>	
	<p>It doesn't matter if this is different from the unit you were in at the time of the issue you want to complain about.</p> <p>If you are no longer serving, please provide the details of your last unit.</p>
<b>Are there any restrictions on when/how we can contact you?</b>	
	<p>It is 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.</p>
<b>Reasonable adjustment</b>	
	<p>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.</p> <p>This could include providing information in plain language or a different format.</p> <p>You can find more information about reasonable adjustment on our <a href="#">website</a>.</p>
<b>Do you need us to make any reasonable adjustments?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>If yes, please let us know what we can do.</b>	

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**Section 2 – What do you want the Ombudsman to refer?**

Please complete all fields in this section.

**What do you want to make a complaint about? Please tell us a date the complaint occurred.**



We don't need all the details of what happened. The purpose of a referral is simply to help you to raise your issue with the right person in your Service.

On this form, we only need you to tell us the broad issue and when it happened. For example: 'I would like to make a complaint about my SJAR from October 2019'

Empty text area for providing details of the complaint.

**Is your Commanding Officer (CO) implicated in your complaint? If so please, explain how.**



This means: are you making a complaint about something your CO was directly involved in?

The Ombudsman does not decide who handles your complaint, but we can let the Service know if the CO might be implicated.

A large, empty rectangular box with a black border, intended for the user to provide a detailed explanation if their Commanding Officer is implicated in the complaint.

### 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 to 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 your information 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](#).

## 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. If you don't complete this section, we can't process your application.

If you are completing this form electronically, simply 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 refer my intention to make a Service Complaint to my Service/the relevant Service.		<input type="checkbox"/>	
I declare that I have not submitted a formal complaint (in writing) about the same issues raised in this application.		<input type="checkbox"/>	
I understand that after reviewing my application SCOAF may decide that my application cannot be accepted for referral, and I will be provided with a decision letter explaining why if this happens.		<input type="checkbox"/>	
<p>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 need to:</p> <ul style="list-style-type: none"> <li>ask the Service for information about whether I made a formal complaint following referral and the outcome of that 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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## 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 a brief overview of the issue you want us to refer	<input type="checkbox"/>
ticked all the boxes in the consent section	<input type="checkbox"/>
signed and dated your form	<input type="checkbox"/>
saved a copy of your completed form for your own records	<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>
7 days	We aim to make all referrals within 7 working days of receiving a completed application form. If SCOAF decides that a referral cannot be made, you will receive a decision letter within 7 days explaining.

### 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)



Enquiries and Referrals Team  
Service Complaints Ombudsman for the Armed Forces  
PO Box 72252  
London  
SW1P 9ZZ

#### Points to note:

- Do not send any other documents with your application unless it is a completed Annex F. **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.