
Please complete this form if you:

- Have a question
- Want to complain about a member of the Service Complaints Ombudsman for the Armed Forces (SCOAF) team or the service you have received from our office
- Are making a Freedom of Information (FOI) application or Subject Access Request (SAR)
- Want to ask the Ombudsman to visit your unit
- Want SCOAF promotional material

Do not use this form

- **to make enquiries about an application you have already submitted**

Any enquiries about applications you have made to SCOAF should be sent to our Contact Mailbox: contact@scoaf.org.uk. If we are carrying out an investigation of your complaint, you should contact the investigator your case has been allocated to.





- **to make press enquiries**

Please see our '[Press enquiries](#)' webpage for details on how to contact SCOAF for media related issues.

- **if you want to make a Service Complaint or ask SCOAF to investigate**

Please see our '[When SCOAF can help](#)' factsheet on our website.

If you need any further information, or help to complete this form, please telephone **0300 369 0689** or email contact@scoaf.org.uk

About you	
Title (Mr, Mrs, Mx, Rank)	
First name	
Surname	
Email	
Phone	
How would you prefer to be contacted?	Email <input type="checkbox"/> Phone (Mobile) <input type="checkbox"/> Phone (Home) <input type="checkbox"/> Phone (Work) <input type="checkbox"/> Phone (Other) <input type="checkbox"/>
Are you, or were you previously, a serving member of the UK Armed Forces? Regular <input type="checkbox"/> Reservist <input type="checkbox"/> Not a member of the UK Armed Forces <input type="checkbox"/> Prefer not to answer <input type="checkbox"/>	
Which Service are, or were, you in? Royal Navy <input type="checkbox"/> Royal Marines <input type="checkbox"/> Army <input type="checkbox"/> RAF <input type="checkbox"/>	
If you are a former serving member of the UK Armed Forces, what was your date of discharge: _____ ?	
Are there any restrictions on when or how we contact you? Yes <input type="checkbox"/> No <input type="checkbox"/>	
<div>  <p>It is important that we can contact you if we need to follow up on something to do with your enquiry. Please let us know if there are certain days or times when we can't contact you (including periods of leave or deployment).</p> <p>Please note: If we are unable to contact you, we might have to close your enquiry on our system.</p> </div>	
Do you need any reasonable adjustments? Yes <input type="checkbox"/> No <input type="checkbox"/>	
<div>  <p>Please ask if you need us to make any changes to the way we do things because of a disability or long-term health condition, such as giving you information in plain language or a different format, or contacting you at specific times or in a certain way.</p> <p>You can find more information about reasonable adjustment on our website.</p> </div>	

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

Details of the enquiry



- I have a question
- I want to complain about a member of the SCOAF team/the service I received from your office
- I am making a FOI application/SAR
- I want to ask the Ombudsman to visit my unit
- I want SCOAF promotional material

☐
☐
☐
☐
☐


Please use the box below to give us the details of your enquiry.

Please note: we will send you an acknowledgement within two working days of you submitting this form.

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 enquiry 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.




Where can I get further information?

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

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 enquiry 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 enquiry from your own personal email account (or named Ministry of Defence email account).

I give consent for SCOAF to process my enquiry as set out on this form		<input type="checkbox"/>
I understand that SCOAF must keep a record of the personal information that I provide		<input type="checkbox"/>
<div>  <p>Please note that SCOAF may also:</p> <ul style="list-style-type: none"> • use anonymised information about your enquiry in its Annual Report • report any concerns for your safety or the safety of others, to the appropriate people </div>		
I understand that SCOAF will keep a record of the personal information I provide for no less than 1 year and that my file will be destroyed after that time		<input type="checkbox"/>
Signature		Date