

Please complete this application form if you want the Service Complaints Ombudsman for the Armed Forces (SCOAF) to review an admissibility decision.

What is an admissibility decision?

An admissibility decision is made by the Service to:

- accept or exclude a complaint, or parts of it, as a formal Service Complaint;
- OR**
- allow an appeal, or parts of it, to proceed.

What are the Ombudsman's powers?

The Ombudsman has the power to review decisions that:

- a Service Complaint, or aspects of it, are **not admissible**;
- OR**
- an appeal, or parts of it, **cannot proceed**;

and make a finding to either agree with, or overturn the admissibility decision. The Ombudsman's decision is binding on the complainant and the Service.



The Ombudsman **cannot** review a decision that a Service Complaint (or any aspect of it) **is** admissible or should be 'stayed', or that an appeal (or aspects of it) **can** proceed.



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

If you have:

- received a decision from a Specified Officer at the Central Admissibility Team (CAT) that your Service Complaint, or aspects of it, are inadmissible, you can ask the Ombudsman to review that admissibility decision
- submitted an appeal of the Decision Body decision on your Service Complaint and received a decision from the Service that your appeal, or aspects of it, are inadmissible (cannot proceed), you can ask the Ombudsman to review that admissibility decision

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

Application for a review of an admissibility decision

Section 1 – Your personal details

Please complete all fields in this section.

About you			
Title (Mr, Mrs, Mx, Rank)			
First name			
Surname			
Gender		OR	Prefer not to answer <input type="checkbox"/>
Address			
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"/>	Post <input type="checkbox"/>
Service Number		Rank	
Please tick which Service you are, or were, in			
Royal Navy <input type="checkbox"/> Royal Marines <input type="checkbox"/> Army <input type="checkbox"/> RAF <input type="checkbox"/>			
Are you, or were you previously, a Regular or a Reservist?			
Regular <input type="checkbox"/> Reservist <input type="checkbox"/> Prefer not to answer <input type="checkbox"/>			
Are you currently serving? Yes <input type="checkbox"/> No <input type="checkbox"/> - if no, what was your:			
Date of discharge: _____ and rank on discharge: _____ ?			
Your unit and location details			
	It doesn't matter if you have changed unit since you made your original Service Complaint, please provide the details of your <u>current</u> unit.		
	➤ If you are no longer serving, please provide the details of your last unit.		

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Are there any restrictions on when or how we contact you? Yes No



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.

Please note: If we are unable to contact you, we might have to close your case on our system.

Do you need any reasonable adjustments? Yes No



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.

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

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

Application for a review of an admissibility decision

Section 2 – What decision do you want reviewed?

Please complete all fields in this section

Details of the admissibility decision

What decision do you want the Ombudsman to review?



- Initial admissibility decision
- Appeal admissibility decision

Date of the admissibility decision:



If there were any delays in you being sent, or receiving, the final determination, which means your application to SCOAF is late, please provide details below.



Applications to SCOAF **must be made within 4 weeks and 2 days** of the date of the admissibility decision.

A late application may be accepted if it is considered 'just and equitable' to allow it. This means that there are reasons SCOAF views as right, fair and reasonable. Accepting a late application is an exception.

Is the admissibility decision dated more than 4 weeks and 2 days ago?

Yes No

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

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Section 3 – Why you think the decision is wrong

Please complete all fields in this section

What was found to be inadmissible?



Briefly tell us what was ruled inadmissible. For example: 'My complaint about my SJAR was ruled out of time because it happened 12 months ago' or 'My appeal on the grounds of a material procedural error, as witnesses to what happened were not interviewed, was found to be inadmissible as there were no admissible grounds for appeal.'

Why do you think the decision is wrong?



You need to tell us why you disagree with the admissibility decision. For example, if a decision has been made that your complaint or appeal is out of time, why do you think it was 'in time'? Or, if you have been told your appeal can't proceed as there are no admissible grounds for appeal, why do you disagree?

Section 4 - 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.



Where can I get further information?

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

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Section 5 - 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 that my Service Complaint is (or parts of it are) inadmissible, or that my appeal (or parts of it) cannot proceed	<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"/>
I understand that SCOAF must keep a record of the personal information that I provide	<input type="checkbox"/>



Please note that SCOAF may also:

- ask the Service for information about your complaint
- use anonymised information about your application in its Annual Report
- report any concerns for your safety or the safety of others, to the appropriate people

I understand that if SCOAF conducts a review of the admissibility decision, relevant information from Sections 1-3 of this application form will be shared with the relevant 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 that time	<input type="checkbox"/>

I **select response** give consent for the Service to release to SCOAF any medical information contained within my Service Complaint file relevant to the admissibility decision only, for the purpose of considering my application or reviewing the decision.

Please note: if you do not give consent, we may not be able to process your application

Signature		Date
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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 or 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 admissibility decision you want reviewed	<input type="checkbox"/>
➤ ticked all the boxes in Section 5 - Consent	<input type="checkbox"/>
➤ signed and dated your form	<input type="checkbox"/>
➤ attached the relevant supporting documents (see below)	
For an <i>initial admissibility decision</i>:	
• your Annex F form or statement of complaint	<input type="checkbox"/>
• the admissibility decision letter	<input type="checkbox"/>
For an <i>appeal admissibility decision</i>:	
• your Annex F form or statement of complaint	<input type="checkbox"/>
• the initial admissibility decision	<input type="checkbox"/>
• the Decision Body decision letter	<input type="checkbox"/>
• your Annex G form or appeal application	<input type="checkbox"/>
• the appeal admissibility decision (including the Annex A, if applicable)	<input type="checkbox"/>
 Please note that our Contact Mailbox cannot accept emails that are over 10MB in size. If the documents you need to send us are large, please consider sending them to us one at a time to ensure your application is received.	

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How long will the process take?

Time frame	Process
2 working 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 contact@scoaf.org.uk .
17 working days	Once your application has been allocated to an investigator, we aim to provide you with a final decision within 17 working days.

How to submit your form

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



contact@scoaf.org.uk



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

Points to note



- Only **attach the relevant supporting documents** to your application. Do not send any other documents through with your application. **Any additional documents received will be destroyed without being acknowledged.**
- Our **Contact Mailbox cannot accept emails** that are over **10MB** in size. If the documents you need to send us are large, please consider sending them to us one at a time to ensure your application is received.

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- If you are **posting your application** to us, please obtain proof of posting or use Royal Mail recorded delivery.
- Any **items signed for as delivered** to us are not signed for by our office but staff at the post office. There is a delay between the date items are received and signed for at the PO Box, and the date they reach our office.

Further information and contact details

SCOAF



You can contact us at:

- ☎ 0300 369 0689 - Our enquiry line is open Monday-Friday 09:00-16:30
- ✉ contact@scoaf.org.uk
- 🌐 www.scoaf.org.uk
- ✉ SCOAF_UK

If you would like help with making an application for a review of an admissibility decision, please contact us or visit the relevant page on our [website](#).

Services

Royal Navy

General enquiries: ✉ NAVYPEOPLE-SCLCOMPLAINTSADMIN@mod.gov.uk

Central Admissibility Team (CAT) for admissibility queries:

✉ NAVYPEOPLE-SCLSUBMITCOMPLAINT@mod.gov.uk

Army

General enquiries: ✉ APSG-ArmySCSec-Enquiries@mod.gov.uk

CAT (for admissibility queries): ✉ APSG-ArmySCSec-Group@mod.gov.uk

RAF

General enquiries: ✉ air-people-services-sctgpmlbx@mod.gov.uk

CAT (for admissibility queries): ✉ air-people-services-sctcat@mod.gov.uk