

Please complete this application form if you want the Service Complaints Ombudsman for the Armed Forces (SCOAF) to refer your wish to make a Service Complaint to the appropriate person.

Who can ask for a referral?

If you are, or were, a serving member of the UK Armed Forces (Regular or Reserve), SCOAF can help you to access the Service Complaints system, by making a **referral** if you do not want to approach your Service's Secretariat directly to make your complaint.

What is the Service Complaints system?

The Service Complaints system is an internal workplace grievance system for members of the UK Armed Forces. Personnel can make a Service Complaint if:

- They believe they were wronged in a matter relating to their Service.
- The wrong happened while they were subject to Service law.

Service law began on **1 January 2008**. Before then, personnel were subject to the laws of the individual Services, so Service Complaints **cannot** be made about matters that happened before 2008.

What is a referral?

Individuals usually raise a complaint via their single Service Secretariat Central Admissibility Team (CAT). If they do not want to do this, they can ask the Ombudsman to refer their Service Complaint directly to the CAT.

A **referral**

- is a letter from the Ombudsman that says you want to make a Service Complaint. It places a legal obligation on the Service to find out if you want to make a formal complaint and get the process started.
- **is not** a formal Service Complaint. The purpose of a referral is to help you access the complaints system if you do not know how to make your complaint, or who to.
- cannot be made about an issue you have already submitted a formal complaint about.



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 being made, **does not** "stop the clock" on this time limit. The only way to "stop the clock" is to submit a completed Annex F form.

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

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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Application for a referral

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.

Section 2 – Details of what you want the Ombudsman to refer

Please complete all fields in this section

Details of the complaint you want referred
What do you want to complain about and when did it happen?
<p>We don't need all the details of what happened. The purpose of a referral is simply to let the appropriate person in the CAT know that you want to make a complaint.</p> <p>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 2024".</p>

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Have you made a written statement of complaint or submitted an Annex F form about these issues before?	Yes <input type="checkbox"/> No <input type="checkbox"/>
 SCOAF cannot refer your wish to complain about something that you have already submitted a formal complaint about in writing.	

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.



Where can I get further information?

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. **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 Ministry of Defence email account.

I give consent for SCOAF to refer my intention to make a Service Complaint to my/the relevant Service		<input type="checkbox"/>
I confirm that I have not submitted a formal complaint in writing about the same issues raised in this application		<input type="checkbox"/>
I understand that SCOAF may decide that my application cannot be accepted		<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: <ul style="list-style-type: none">use anonymised information about your application in its Annual Reportreport any concerns for your safety or the safety of others, to the appropriate people	
I understand that if SCOAF refers my complaint, relevant information taken from 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"/>
Signature		Date

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 a brief overview of the issue you want referred	<input type="checkbox"/>
➤ ticked all the boxes in Section 4 - Consent	<input type="checkbox"/>
➤ signed and dated your form	<input type="checkbox"/>

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 .
7 working days	Once your application has been received, we aim to make all referrals within 7 working days. If we decide that a referral cannot be made, we will send you a decision letter explaining why within 7 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



- Do not send any other documents through with your application, unless it is a completed Annex F form. **Any additional documents received will be destroyed without being acknowledged.**
- Our **Contact Mailbox cannot accept emails** that are over **10MB** in size.
- 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 referral, please contact us or visit the relevant page on our [website](#).

Services

Royal Navy

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

CAT: NAVYPEOPLE-SCLSUBMITCOMPLAINT@mod.gov.uk

Army

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

CAT: APSG-ArmySCSec-Group@mod.gov.uk

RAF

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

CAT: air-people-services-sctcat@mod.gov.uk