

Please complete this application form if you want the Service Complaints Ombudsman for the Armed Forces (SCOAF) to investigate the substance and/or maladministration in the handling of your Service Complaint.

What is substance?

This is what the Service Complaint was about.

SCOAF can investigate the substance of a complaint, but is not a further level of appeal.

What is maladministration?

It means that something was wrong or improper in the way your Service Complaint was handled.

SCOAF can investigate allegations of maladministration in the handling of Service Complaints. This type of investigation does not look at whether your complaint should have been upheld or not.



You can only ask for these investigations once you have received a **final determination** (see below) on your complaint at the end of the internal process.



When is a complaint finally determined?

A complaint is finally determined when:

- A decision has been made on the Service Complaint by a Decision Body, which you have appealed and been given a final determination by an Appeal Body (**Appeal Body determination**).

OR

- A decision has been made on the Service Complaint by a Decision Body, which you have no grounds to appeal on (**Decision Body determination**).

OR

- You appealed the Decision Body's decision, but it has been decided that the appeal cannot proceed (is inadmissible) and you do not ask the Ombudsman to review that admissibility decision (**Appeal inadmissibility determination**).

OR

- You submitted an appeal of the Decision Body's decision, which was found to be inadmissible, and then asked the Ombudsman to review that appeal admissibility decision. If the Ombudsman agreed that the appeal was inadmissible, our appeal admissibility decision is the final determination (**SCOAF appeal admissibility determination**).

Application for a substance and/or maladministration investigation



Not all applications for investigation are accepted. Each application is initially assessed to determine if it is eligible for investigation.

If the application is eligible, we will then ‘triage’ it to decide whether your complaint, or any part of it, should be investigated. The points we consider when triaging applications include, but are not limited to:

- Is it likely a new investigation would result in a different outcome?
- The redress you are asking for can be achieved.
- There is a public interest in SCOAF conducting an investigation.
- An investigation would be a proportionate use of the Ombudsman’s powers.
- For maladministration applications, there appears to be potential that you suffered injustice because of the maladministration you are complaining about.


If your application is not accepted, we will send you a decision letter explaining why.

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 substance and/or maladministration investigation



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 current 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 <input type="checkbox"/>	No <input type="checkbox"/>
	<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.</p> <p>Please note: If we are unable to contact you, we might have to close your case on our system.</p>		
Do you need any reasonable adjustments?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
	<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>		
<p>If yes, please let us know what we can do.</p>			

Section 2 – Details of your complaint

Please complete all fields in this section

Details of the final determination

Has your Service Complaint been finally determined?

Yes ☐ No ☐



Who made the final determination?

➤ **Decision Body determination** ☐

Please note: You can submit an appeal of the Decision Body determination to the relevant Service Complaint Team within two weeks of receiving the decision. If you do this, or are in the process of appealing the Decision Body determination, SCOAF cannot consider an application for an investigation into substance and/or maladministration as the Service Complaint process is ongoing.

➤ **Appeal inadmissibility determination** ☐

If you have received an appeal admissibility decision, which was that the appeal could not proceed (was inadmissible), you have the option of asking SCOAF to review that decision. Please see our [website](#) for further information.

➤ **SCOAF appeal admissibility determination** ☐

If we have reviewed the appeal admissibility decision, and agreed that it was inadmissible, please give us the case reference of our determination: ADM(A)202_____

➤ **Appeal Body determination** ☐



Date of the final determination:

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 6 weeks and 2 days** of the date of the final determination.

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.

Application for a substance and/or maladministration investigation

Is the final determination dated more than 6 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?

What type of investigation are you applying for?



You can use this form to apply for a substance investigation, a maladministration investigation, or both.

Please only apply for the type of investigation(s) you think you need.

- | | | |
|--------------------------|--------------------------|---|
| Substance | <input type="checkbox"/> | complete Sections 3 and 6 of this form |
| Maladministration | <input type="checkbox"/> | complete Sections 4 and 6 of this form |
| Both | <input type="checkbox"/> | complete Sections 3, 4 and 6 of this form |

Section 3 – Substance

Please complete all fields in this section

What was your original complaint about?



Please provide a brief summary in your own words. Do not cut and paste from your Annex F or statement of complaint, especially if you think your complaint was misinterpreted.

SCOAF can only consider the issues that were found to be **admissible** as a Service Complaint. You can't raise any new complaints here.

Why do you think the final decision on your Service Complaint was wrong?



Tell us why you disagree with the final decision that has been made on your Service Complaint. What is wrong with it? How is a new investigation by SCOAF likely to reach a different conclusion?

Please note that the Ombudsman is not a further level of appeal and will only conduct a new investigation in certain circumstances.

What redress do you want if your complaint is upheld?



You need to be specific about what you think would be appropriate redress if a new investigation is carried out and your complaint is upheld.

There are limits to the Ombudsman's powers. The Ombudsman can make recommendations about redress, but cannot make the Services or the Ministry of Defence provide specific redress. Visit our [website](#) for more information.

Section 4 – Maladministration

Please complete all fields in this section

Why do you think your complaint wasn't handled properly?



You need to tell us what was wrong (the maladministration) with the handling of your complaint, including any undue delay.

[JSP 831-Redress of individual grievances: Service Complaints](#) sets out the policy and procedure for handling Service Complaints, including time scales.

How has this affected you?



You need to explain how the maladministration set out above impacted you and any injustice you have suffered because of it.

What redress do you want if we find that there was maladministration?



If we uphold your complaint of maladministration in the handling of your Service Complaint, what do you think would be appropriate redress?

There are limits to the Ombudsman's powers. The Ombudsman can make recommendations about redress, but cannot make the Services or the Ministry of Defence provide specific redress. Visit our [website](#) for more information.

Section 5 - 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 6 - 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 investigate the substance and/or maladministration in the handling of my Service Complaint	<input type="checkbox"/>		
I understand that SCOAF may decide that my application can't be accepted, either in whole or part	<input type="checkbox"/>		
I understand that SCOAF must keep a record of the personal information that I provide	<input type="checkbox"/>		
<div>Please note that SCOAF may also:</div> <ul style="list-style-type: none">• 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 an investigation, a copy of parts of this application form will be shared with the relevant Service as required by Regulation 5(3) of <i>The Armed Forces (Service Complaints Ombudsman Investigations) Regulations 2015</i>	<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 any relevant medical information contained within my Service Complaint file to SCOAF for the purpose of considering my application or conducting an investigation. 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 6 weeks and 2 days after the date of the final determination on your Service Complaint	<input type="checkbox"/>
➤ ticked all the boxes in Section 6 - Consent	<input type="checkbox"/>
➤ signed and dated your form	<input type="checkbox"/>
➤ attached the relevant supporting documents (see below)	

	Decision Body determination	Appeal inadmissibility	SCOAF appeal inadmissibility	Appeal Body determination
Annex F form/statement of complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Initial admissibility decision letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decision Body decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Annex G form/appeal application		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appeal admissibility decision (including Annex A, if applicable)*		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appeal Body decision				<input type="checkbox"/>

*If the Ombudsman reviewed the appeal admissibility decision, you will need to provide the **SCOAF appeal admissibility determination** case reference number: ADM(A)202____



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 .
10 working days	We aim to complete the initial assessment of your application within 10 working days.
100 working days	Once your application has been allocated to an investigator, we aim to provide you with a final decision within 100 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



- Remember to **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.**

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- 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.
- 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 substance and/or maladministration investigation, please contact us or visit the relevant page on our [website](#).

Services

Royal Navy

General enquiries:

✉ NAVYPEOPLE-SCLCOMPLAINTSADMIN@mod.gov.uk

Army

General enquiries: ✉ apsg-armyscsec-enquiries@mod.gov.uk

RAF

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