

Your Complaint, Our Decision

Review Request Form

Use this form to ask us to review our decision about your complaint. The grounds on which you can ask for a review our decision are, however, limited. It is important that you read the information below before filling in this form.

Asking for a review

You can only ask for a review if you consider that:

- 1** we made our decision based on important evidence that contained facts that were not accurate, and you can show this using readily available information.
- 2** you have **new and relevant information** that was not previously available and which affects the decision we made.

(When sending 'new and relevant information' to us, please tell us if the body you complained about has been given the opportunity to consider the information and if possible, please include the organisation's updated response to that.)

We will not accept a request for a review just because you disagree with the outcome of your complaint.

Write your contact details clearly in the box below:

Full name

Address

Daytime phone number

Email address

SPSO reference number

Call us for advice on 0800 377 7330

Why you want us to review your decision

1 I think your decision was based on inaccurate information.

From the decision letter you received about your complaint, please provide clear details of all the points in the letter that you feel contain facts that were not accurate. Where possible please provide copies of information to support this.

2 I have new and relevant information.

If you have **new and relevant information** that you believe affects the decision we made, you need to tell us about this. Please use the box below to explain why you feel this new information is relevant to the review request. You should attach copies of these documents to the form before sending it back to us.

What happens next?

We will write to confirm we have received your form and paperwork within 3 days. We aim to provide a full response within 20 working days. If we need more time to consider your request we will write to tell you this.

Return form and supporting paperwork to: SPSO, Freepost EH641, Edinburgh EH3 0BR
or 4 Melville Street, Edinburgh EH3 7NS

If you need this information in another format please call us on Freephone 0800 377 7330