

Your complaint, our decision

Review request form

Please use this form to ask us to review our decision. The grounds on which you can ask us to review our decision are limited. It is important that you read the information below before filling in this form.

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

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 us this information, please tell us if the organisation you complained about has been given the opportunity to consider the information and, if possible, please include their response to that.

Write your contact details clearly in the box below:

Full name

Address

Daytime phone number

Email address

SPSO reference number

Please tell us 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. Where possible please provide copies of information to support this.

What happens next?

We aim to respond to review requests on a timely basis, with 95% of requests being responded to within 90 days or less, and 40% being responded to within 50 days or less.

Please send this form and any supporting paperwork to:

Freepost SPSO (you don't need a stamp) or SPSO, 4 Melville Street, Edinburgh EH3 7NS

If you need this information in another format please call us on Freephone 0800 377 7330 or call 0131 225 5300