

# How to ask for a review of our decision

## Review request form

Please use this form to ask us to review our decision. It is important that you read the information about asking for a review before filling in this form.

### Asking for a review

The Scottish Public Services Ombudsman (SPSO)/Independent National Whistleblowing Officer (INWO) generally looks at all review requests. The SPSO/INWO will only change a decision if you

- send new information, and/or
- demonstrate information we used was wrong

AND

- it has an impact on the original decision.

**The SPSO/INWO will not change a decision or reopen a case simply because you disagree with the outcome of your complaint.**

You must send us your review request within four weeks of the date of our decision.

Please contact us if you would like this form in another language or format.

## About you

**Write your contact details clearly below:**

Full Name **Mr / Mrs / Miss / Ms / Mx / Dr / Other** (please state)

Address

Postcode:

Phone no(s)

Email

How you would like us to contact you (phone, post or email)?

If you choose an email address as your preferred contact, please be aware that we may be sending you sensitive and personal information to that email. Email security can not always be guaranteed. If you choose this method of contact, you are confirming that you accept that risk.

SPSO/INWO reference number

Date of our decision

We do not normally accept requests sent more than four weeks after the decision. If your form is late, please tell us why you could not send it to us sooner, and the SPSO/INWO will decide whether to accept it.

## Why you are asking for a review

**Please tell us why you want us to review your decision** *(tick all that apply)*

You have new information

Information we used was wrong

Please give details below.

### **New information**

- This should be new information that was available when the decision was made on your complaint
- You should explain why you did not send this to us sooner
- This should not be information that was created since the decision was issued

Please include the information here or list the documents you are sending

AND

explain why you think this changes the decision.

### **Information we used was wrong**

Please explain what information was wrong and why you think this is.

If you have information to support this, please include it here or list all additional documents you are sending us.

**Your signature**

**Date**

## What happens next?

We will confirm we have received your request form and supporting information. We receive a high number of review requests. As the Ombudsman reviews each case personally, it may take around six months for you to receive a decision.

If your review request is sent to us later than the four week deadline, we will tell you within 10 working days whether the SPSO/INWO will accept it.

We may need to contact the public body for information, or we may decide to share the SPSO's/INWO's decision with them.

### Your information

We are committed to protecting your privacy. We use information given to us about you and your application (or review) for its intended purpose and in line with the Data Protection Act 2018 and the SPSO Act 2002. To find out more about how we handle your information and your rights, see our website [www.spsso.org.uk/privacy-notice](http://www.spsso.org.uk/privacy-notice) or ask us for a copy.

# How to contact us

For enquiries relating to public service complaints:



**SPSO**  
**Bridgeside House**  
**99 McDonald Road**  
**Edinburgh EH7 4NS**

**Opening hours:**

Monday, Wednesday,  
Thursday, Friday 9am–5pm,  
Tuesday 10am–5pm

If you would like to visit our office in person, you must arrange an appointment first by phoning 0800 377 7330 or using our online contact form.



A freepost envelope can be sent to you. Please call us if you need one.



SPSO freephone **0800 377 7330**

This line is open during the following hours: Mon, Wed & Fri 9am-1pm,  
Tues & Thurs 1pm-5pm  
Calls outside of these hours can be arranged by appointment using our online contact form.



Website **[www.spso.org.uk](http://www.spso.org.uk)**  
Online contact form  
**[www.spso.org.uk/contact-form](http://www.spso.org.uk/contact-form)**

For enquiries relating to whistleblowing complaints:



**SPSO – INWO Team**  
**Bridgeside House**  
**99 McDonald Road**  
**Edinburgh EH7 4NS**

**Opening hours:**

Monday, Wednesday,  
Thursday, Friday 9am-5pm,  
Tuesday 10am-5pm

If you would like to visit our office in person, you must arrange an appointment first by phoning 0800 377 7330 or using our online contact form.



A freepost envelope can be sent to you. Please call us if you need one.



INWO freephone **0800 008 6112**

This line is open during the following hours: Mon, Wed & Fri 9am-1pm,  
Tues & Thurs 12pm-4pm  
Calls outside of these hours can be arranged by appointment using our online contact form.



Website **<https://inwo.spso.org.uk/>**  
Online contact form  
**<https://inwo.spso.org.uk/contact-form>**

Calls to and from SPSO phone lines may be recorded to check the quality of our service and help us do our job to help you. More details are in the privacy notice: **[www.spso.org.uk/privacy-notice](http://www.spso.org.uk/privacy-notice)**. Please ask if you want to confirm if a call is or is not being recorded or if you would like to know what options may be available to you if you do not wish to be recorded. INWO calls are not recorded.