



# 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

The Ombudsman generally looks at all review requests. She will only change a decision if you:

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

AND

- it has an impact on the original decision.

**Write your contact details clearly in the box below:**

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

Address

Postcode:

Phone no(s)

Email

SPSO reference number

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.*

## Section 1

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

- You have new information
- Information we used was wrong
- We made a mistake

Please give details below and provide copies of information to support your request. If you need more space, please attach more paper.

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## Section 2

### Provisional Decision

We often send you a provisional decision before finalising our decision. This is an opportunity for you to tell us about inaccuracies, mistakes or send new information before we finalise our decision. If you received a provisional decision, please tell us why you did not raise the above issues, or send the new information when we sent you our provisional decision.

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Your signature

Date

## What happens next?

We will write to confirm we have received your form and paperwork. 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.

### Your information

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

Please return this form to **FREEPOST SPSO**. You don't need to use a stamp. Our phone number is **0800 377 7330** – calls are free to this number, even from mobiles. Fax **0800 377 7331** Website **www.spsso.org.uk**

Please contact us if you would like this leaflet in another language or format (such as large print, audio, BSL or Braille).