



How to ask for a review of an SPSO 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.



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

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.

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 working days.

We may need to contact the public body for information, or we may decide to share the Ombudsman'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, the SPSO Act 2002 and the Welfare Funds (Scotland) Act 2015. To find out more about how we handle your information and your rights, see our website www.spsso.org.uk/privacy-notice or ask us for a copy.

How to contact the SPSO



A freepost envelope can be supplied if this is required



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

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



Freephone **0800 377 7330**

This line is open during the following hours: Mon, Wed & Fri 9am-1pm,
Tues & Thurs 1pm-5pm



Website www.spsso.org.uk



Online contact form www.spsso.org.uk/contact-form

You can fill in our complaints form online at forms.spsso.org.uk/spsso

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.spsso.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.

PSCReviewForm-1023



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