

Request a review of our decision

Before you start

We recognise that you may be dissatisfied if our decision is not the decision you wanted.

We make our final decisions after considering the available facts, evidence and information. This is why only a small proportion of reviews lead to a decision being changed.

A decision review is not a way to ask us to look at your complaint again because you disagree with the decision.

We will only review a decision where there may have been a material error that affected the decision.

A material error is a significant mistake that could have affected our decision.

Before completing this form, please read the review criteria carefully. This will help you decide whether the review process is the right route for your concerns.

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

When you can ask for a review

You must ask for a review within **4 weeks** of the date of our decision.

We will only accept a late review request if we consider there are special circumstances. If your request is late, you must explain clearly why you could not contact us in time.

You should not delay asking for a review because you are waiting for a response to a subject access request or freedom of information request.

If this is the case, you should state on the form when you expect to receive the response, and how you expect the information to be relevant to the review.

You should then send the information to us as soon as you receive it.

What is a material error?

A material error is a significant mistake that could have affected our decision.

For example, a material error could be where:

- our decision says we did not receive an important document, but you have evidence that we did receive it
- our decision relies on the wrong policy or rule
- our decision says something happened, or did not happen, on a particular date, but you have evidence showing this is wrong
- we did not follow our process, and this could have affected the decision

What is not usually a material error?

The following are not usually material errors:

- you disagree with the decision
- you think the decision is unfair or wrong, but you cannot identify a material error
- you want us to look again at information we have already considered
- you want to repeat points that have already been addressed
- you have re-read the decision and want to emphasise different points
- you disagree with how much weight we gave to some evidence
- there is a small mistake, such as an incorrect date, but it does not affect the decision
- you believe there was bias, but you have not provided information to support this
- you are unhappy about events that happened after our decision was made

These are examples only. We will consider each request based on its own circumstances.

We will not review or change a decision simply because you disagree with it.



Section 1: About you

Who is asking for the review?

I am the person who made the complaint

I am asking on behalf of the person who made the complaint

I am from the organisation complained about

If you are asking on behalf of someone else

Your relationship to the person who made the complaint

Do you have their permission to act on their behalf?

Yes

No

Please submit evidence that you have permission to act on their behalf.

If you are from the organisation complained about

If the organisation complained about asks for a review, the request should come from the Chief Executive or equivalent, or someone authorised to act on their behalf.

Please confirm your role within the organisation and, where applicable, explain your authority to request this review

Your contact details

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

Address

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.

Section 2: Decision details

SPSO/INWO reference number

Date of our decision

Time limit

We will only accept a late review request if we consider there are special circumstances.

If you are submitting your request late, please explain clearly why you could not contact us within the time limit.

We will not accept a review request late if you delayed because you were waiting for a response to a subject access request or freedom of information request.

Section 3: Your review request

To ask for a review, you must clearly explain:

- what material error you think we made
- why you think it is a material error
- how you think it affected our decision

You should provide any relevant evidence that supports your request.

If you do not explain the material error, or do not explain how it could have affected our decision, we will not take your request forward.

Question 1: What material error do you think we made?

Please be as clear and specific as possible.

For example, tell us if you think:

- we relied on the wrong information
- we misunderstood an important fact
- we used the wrong policy or rule
- we did not follow our process
- we said we did not receive information that you think we did receive

Question 2: Why do you think this is a material error?

Please explain why you think the issue you have identified is a significant mistake.

Question 3: How do you think the material error affected our decision?

Please explain how the error affected the decision made on your complaint.

Section 4: New information

New information is information that existed at the time of our decision but was not available to us when the decision was made.

It is not new information if:

- it relates to events or circumstances that happened after our decision
- it was reasonably available to you before our decision but was not provided to us

Please detail any new information in Section 5: Supporting evidence.

Section 5: Supporting evidence

You should provide only relevant evidence that supports your review request.

Please do not repeat information we have already considered unless you are explaining how it shows a material error.

If you send us new information, you must explain why it was not reasonably available to you at the time and how it could have affected the decision.

If your request does not explain this, we will not take it forward.

Do you want to include supporting evidence?

Yes (please move to the next question)

No (please move to Section 6: Declaration)

Please provide your supporting evidence with this form.

Why was this information not reasonably available to you or us when we made our decision?

How do you think this information affected our decision?

Section 6: Declaration

Please read and confirm the following before submitting your request.

I confirm that:

the information I have provided is true and accurate to the best of my knowledge

I understand that you will only review a decision where there may have been a material error that affected the decision

I have explained what material error was made, why it is material, and how it affected the decision

Your full name

Date

Section 7: What happens next?

We will check whether your request meets the review criteria.

If your request meets the criteria, we will consider it in more detail.

If your request does not meet the criteria, we will explain why and close the request

We assess all review requests carefully and proportionately.

We will not continue to correspond about a final decision on your review request

Currently, it may take around **9 months** for you to receive a decision on your review request.

If your review request is late, we will decide whether there are special circumstances that mean we can accept it.

We may need to contact the organisation complained about for information. We may also 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** 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

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:

Monday: Closed
Tuesday: 1pm - 5pm
Wednesday: 9am - 1pm
Thursday: Closed
Friday: 9am - 1pm

Calls outside of these hours can be arranged by appointment using our online contact form.



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

For enquiries relating to whistleblowing complaints:



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

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:

Monday: 9am - 1pm
Tuesday: 12pm - 4pm
Wednesday: 9am - 1pm
Thursday: 12pm - 4pm
Friday: 9am - 1pm

Calls outside of these hours can be arranged by appointment using our online contact form.



Website **<https://inwo.spsso.org.uk/>**
Online contact form
<https://inwo.spsso.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.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. INWO calls are not recorded.