

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:

- > We made our decision based on important evidence that contains facts that were not accurate, and you can show this using readily available information; or
- > You have new and relevant information that was not previously available and which affects the decision we made. We may share the new information with the organisation you complained about, so they can consider it before we make a decision on your review request.

We must receive this form with your reasons and any new documents, within one month of our decision.

What happens next?

We will write to confirm we have received your form and paperwork within 3 days. We aim to give you a full response within 20 working days. If we need more time to consider your request we will write to tell you this.

Your contact details

Full name:

Address:

Postcode:

Daytime phone number(s):.....

Email address:

LGO Reference number:.....

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.

Sending your request

Please email this form to the Investigator who dealt with your complaint, or post it to:
Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH