

Ask the Adjudicator's Office to investigate a complaint

The Adjudicator's Office Service Level Agreement with HM Revenue and Customs, and the Valuation Office Agency explains the types of complaint we can look at. Do not use this form to request a review of the Home Office's decision. The Adjudicator's Office Service Level Agreement with the Home Office explains our role in reviewing Windrush Compensation Scheme decisions and how to request a review.

Section 1

Which department is this about?

The Adjudicator's Office can only investigate complaints or review decisions relating to the following departments. Put an X in the box that applies:

- ☐ HM Revenue & Customs
- ☐ Valuation Office Agency
- ☐ Adjudicator's Office

When did you receive a final reply from HM Revenue & Customs, or the Valuation Office Agency?

Section 2

Your details (details of person completing this form)

How would you like us to address you? (Mr/Mrs/Miss/Ms/Dr etc.)

First name

Surname

Full address including postcode

Email address

Daytime phone number

Alternative phone number (if available)

If you are not available, where can we leave a message?

- ☐ Daytime phone number
- ☐ Alternative phone number

What are the best weekdays and times to contact you?

Please fill in this section if you are making a complaint for someone else.

They will need to provide their signed consent for you to act in making and discussing their complaint. A form is available on our webpage. Please enclose their consent with this form when you send it to us. (A member of parliament representing a constituent does not need to provide written consent.)

In all cases please complete the details below about the person you are representing.

Their first name

Their surname

Their full address including postcode

What is your relationship to them? (For example, friend, relative, agent, member of parliament)

Section 3

Details of the complaint

Please tell us about what you want us to consider. Include any reference numbers you have been given.

Please tell us about any effect this has had on you.

What outcome are you seeking?

