

Ask the Adjudicator's Office to investigate a complaint or review a decision

The Adjudicator's Office Service Level Agreement with HM Revenue and Customs, and the Valuation Office explains the types of complaint we can look at. The Adjudicator's Office Service Level Agreement with the Home Office explains what Windrush Compensation Scheme complaints we can look at and our role in reviewing decisions.

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
- ☐ Windrush Compensation Scheme
- ☐ Adjudicator's Office

When did you receive a final reply from HM Revenue & Customs, the Valuation Office, or the Home Office (about the Windrush Compensation Scheme)?

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?