

# Decision Review Request form

Through our decision review process, you can ask for a review of our decisions:

- not to investigate a complaint
- to exclude part of the complaint from the scope of the investigation
- to stop an investigation
- on the outcome of the investigation.

Please note that we will not be able to look at your decision review request if you simply disagree with our decision.

## Section A: Your contact details

Please tick the box below to show your relationship to the complaint.

Complainant                      Enforcement firm

Please provide your contact information. If you are requesting a review on behalf of the complainant or the enforcement firm, please also complete Section B.

ECB reference	
Enforcement firm	
First Name	
Last Name	
Position at Enforcement Firm (if you are an enforcement firm submitting a service complaint)	
Address Line 1	
Address Line 2	
County	
Post Code	
Daytime telephone number	
Email address	

## Section B: Representative details

If you are requesting a review on behalf of the complainant or the enforcement firm, please provide your details.

Title	
First Name	
Last Name	
Address Line 1	
Address Line 2	
County	
Post Code	
Daytime telephone number	
Email address	
Please state your relationship to the complainant or enforcement firm.	

## Section C: Request for a decision review

### 1. What was the date of our decision?

Date:

### 2. If it has been more than one calendar month since our decision, please explain why your review request has been delayed.

### 3. What new evidence do you have?

Please also explain why it was not previously provided to the ECB.

**4. Why do you think we have not properly considered the complaint?**

**5. What evidence do you think we have not taken into account and how do you think it affected the decision?**

## Sending your request

Please send this form and any evidence you wish to submit to the Complaints Manager via email at: **complaints@enforcementconductboard.org**

If you are unable to submit your decision review request via email you can post it to us at the Enforcement Conduct Board, PO Box 7956, Wolverhampton, WV1 9US. However, sending your decision review request by post will cause delays.

Signature:	Date:
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### Authority to correspond with representative:

If a representative is putting your decision review request for you, and has not been involved earlier in the complaints handling process at the ECB, we would normally need to see some evidence that you have consented to them putting the decision review request on your behalf. You must sign below if you are able to do so.

- I have authorised my representative [named above] to submit this decision review request and to provide you with the information needed to consider it.
- I authorise the ECB to correspond with my representative with respect to the handling of my decision review request and understand that the ECB will share information about me to my representative during this process.

Signature:	Date:
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*If you are unable to sign the box above, we will contact you separately to progress your decision review request.*