Remedy extensions within the Case Management System (CMS)

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| --- | --- |
| Information we require | Participating company’s response |
| Details of exceptional circumstance(s) |  |
| Details of actions taken to date |  |
| Confirm the additional time being requested to complete and/or implement the remedy |  |
| Confirmation/evidence of completion of unaffected remedy points |  |
| Confirmation that the customer has been updated by you the provider |  |

Please return to [OSRemedyExtension@Ombudsman-Services.org](mailto:OSRemedyExtension@Ombudsman-Services.org) along with a subject line heading – “Extension Request”. **Ensure that you also include the case reference number.**

Responses will be provided via the case management system.

**With thanks from Ombudsman Services**