

Where can I go if I have a problem or a complaint?

This document contains general information, links and contacts for any issue or complaint you need to resolve, and also includes specific information and links based on the “What covenant means for you” themes.

General contacts and information:

- You can contact your Chain of Command or the [HIVEs](#) to help direct your query or complaint.
- Service Families can contact the Families Federations for assistance:
 - [Army Families Federation](#)
 - [Navy Families Federation](#)
 - [RAF Families Federation](#)
- The [Service Personnel and Veterans Agency \(SPVA\) - Veterans-UK website](#) is a good source of advice on any topic for Veterans and alternatively you can contact them on 0800 169 2277.
- Charities providing support and advice for members of the Armed Forces Community include:
 - The [Royal British Legion](#) alternatively you can contact them on 08457 725 725,
 - The [Confederation of Service Charities](#), or you can contact them on 0845 504 6630
 - [Soldiers, Sailors, Airmen and Families Association](#) alternatively you can contact them on 0845 1300 975.
- If your problem or complaint is still unresolved you can access the support services offered by the various [Ombudsman](#) services in the UK.
- In March 2011 a 24-hour helpline with Combat Stress and Rethink was set-up offering help and support on a wide range of issues, health-related and otherwise to Service personnel, families and veterans. You can call the line on 0800 138 1619.
- [Citizens Advice](#) has a network of advice centres across the UK offering information on subjects from housing and health to debt and consumer issues. You can telephone them on 0207 833 2182
- The [Direct Gov](#) website is also helpful for general financial advice.
- You may wish to contact the [Forces Pensions Society](#). For advice on Service Pensions and related topics

Healthcare contacts and information:

- Service Personnel should first of all raise their problem or complaint with the service provider, such as the NHS Trust or the Local Authority.
- See links to find out more about how to raise a complaint in your area of the UK
 - [NHS Complaints Procedure in England](#)
 - [HSC complaints procedure – General practice \(Northern Ireland\)](#)
 - [NHS complaints procedure - Local Resolution \(Scotland\)](#),
 - [NHS complaints procedure \(Wales\)](#)
- Veterans should also see the [DirectGov - Veterans' benefits and pensions](#) which links to further information available to them, particularly relating to financial support.

Housing contacts and information:

- The DCLG website has a page dedicated to housing for the Armed Forces (Visit [Housing Priority for Service Personnel - Measures](#) to find out more).
- For much more information on the MOD and housing [Defence Infrastructure Organisation](#), alternatively you can contact them via 0121 311 2140, or by emailing DIOSEC-GroupMailbox@mod.uk
- Service personnel should raise issues with their service provider but can also contact their Chain of Command with problems or complaints. Another avenue to help direct your query or complaint to the right person is the [HIVEs](#).
- Veterans should also see the [DirectGov - Veterans' benefits and pensions](#) which links to further information available to them, particularly relating to financial support.

Family Life contacts and information:

- [Directorate Children and Young People](#) is the strategic focal point for all matters relating to children and young people associated with the Armed Forces community, at home and overseas.
- There is also the Welfare Services and the Chaplaincy Services which may be able to offer help, advice and support.

Deployment contacts and information:

- During deployment Service families' welfare is catered for by the parent unit. Often activities and briefings take place at the unit, but support is available for all and Reservists or people who live off-base should get in touch with their local community support team.
- In March 2012 the Government doubled the **Families Welfare Grant**, which exists to help the parent unit support families. It can provide communications equipment for HIVEs and can subsidise family activities. (Visit [Deployment Welfare Package \(Overseas\) - Connect](#) for more details)
- Concessionary Travel for Families lets close family visit Service personnel on long deployments. It is based on expected tour lengths.
- Each Service has a community support website with online forums where you can communicate with people in theatre.