

## WELSH GUARDS CHARITY COMPLAINTS POLICY/PROCEDURE

### Our Commitment

The Welsh Guards Charity is committed to providing a high quality of service to everyone we deal with. We continually look at our existing performance and try to improve it.

You may be in a good position to judge how we are performing, and we need you to tell us if we get things wrong. We will listen to your complaints and treat them seriously and in confidence.

We aim to put things right for you when it is possible and appropriate, learn from where we went wrong and make sure that we do not make the same mistake again.

### How to complain

If you have a complaint, you should initially make it to Regimental Headquarters Welsh Guards, as they will usually be best placed to put things right. You can write to:

Regimental Headquarters Welsh Guards  
Wellington Barracks  
Birdcage Walk  
London SW1E 6HQ

If they cannot, they will tell you who is handling the complaint, and when they expect to be able to reply in full. You will need to provide as much background information as possible when making your complaint.

### What to do if you're not satisfied

If you are not satisfied with the way your complaint has been handled, you have the right to ask for an internal review of your case, which will be carried out in the division where you made your initial complaint.

You should normally be informed of who to contact to ask for an internal review as part of the response you receive to your initial complaint. If you do not know who to contact, or wish to refer the case further you should write to:

Regimental Lieutenant Colonel Welsh Guards  
Chairman of Trustees  
Welsh Guards Charity  
c/o Regimental Headquarters Welsh Guards

Wellington Barracks  
Birdcage Walk  
London SW1E 6HQ

If you remain dissatisfied after the internal review, you have the right to contact the Parliamentary Commissioner for Administration (the Ombudsman) through your Member of Parliament.

The Ombudsman can be contacted at the following address:

The Office of the Parliamentary Commissioner for Administration  
Millbank Tower  
London SW1P 4QP