



SECTION D:	
WHY YOU THINK THIS SHOULD BE DEALT WITH AS A FORMAL COMPLAINT. (Tell us about anything that you have done so far to try to resolve this issue and why you are still not happy about this)	
SECTION E:	
WHAT WOULD YOU LIKE TO HAPPEN AS A RESULT OF MAKING THIS COMPLAINT? (Tell us what you think we should do to make things right)	

THE PROCESS:

We will always try to resolve a problem at the time you raise it with us.

- If we need more time to look into your complaint, we will send you an acknowledgement within 5 working days and tell you when we expect to contact you again as well as inform you of the complaints procedure.
- If your complaint relates to a FCA regulated activity, we aim to send a final response within eight weeks of receiving a complaint. If this isn't possible, we will write to explain why and tell you when we will respond.
- Should you not have a response within 8 weeks then you can take your complaint directly to the Financial Ombudsman Service.
- If the complaint isn't related to a FCA regulated activity, we aim to respond within 3 months. If we cannot do this, we will send an update.



OPERATIONS

TELL US WHAT YOU THINK

The Royal British Legion is committed to providing excellent services and we believe the best way to do this is to listen to your views.

This leaflet explains what to do if you have a complaint about any aspect of the services or support you have received from the Legion's Operation Directorate (that is, from any of our welfare or support services). If your complaint concerns anything to do with the Legion's membership activities, you should use the separate Membership complaints procedure.

What happens if you have a complaint or concern?

- You should normally make your complaint within 3 months of the issue or incident.
- Please try and to raise your complaint informally with those from whom you have received the service or support. They will talk to you about your concerns and explore whether these can be resolved.
- If this does not work, you can then put your complaint in writing using the attached form. If you need help in setting out your complaint, a member of staff will be able to support you in this.
- We will acknowledge your complaint in writing within 5 working days of receiving the complaint.
- We will ask an independent person from the Legion to investigate your complaint and they will get in touch with you to find out more. This will usually be within 14 days of our acknowledgement letter. They will then speak to others who were involved as well as looking at any documents or correspondence.

DETACH AND RETURN TO THE OPERATIONS OFFICE





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- The independent Legion investigator will produce a report with their recommendations and they will write to you to let you know the outcome of your complaint.
- This process will normally happen within three months (8 weeks if your complaint relates to one of our Benefits and Money Advice activities, which are regulated by the Financial Conduct Authority). If we are not able to complete our investigations within this timescale, then we will write to you to explain the reasons for this delay.

Who else will know about my complaint?

All complaints are dealt with appropriate regard to confidentiality. This means that only those who need to be involved in the investigation of your complaint will have access to it. However, if your complaint relates to any form of criminal offence or any other activity about which the Legion is required to notify a statutory authority, then we will reserve the right to involve others where appropriate.

Who should I complain to?

You can send your complaint directly to either the Area Office or specialist service from which you have been receiving a service/support, or send it to the Operations Office Administration Manager who is responsible for overseeing the progress of all complaints regarding the Operations Directorate.

Please send your complaints to:

Operations Office Administration Manager,
Haig House,
Floor 1,
199 Borough High Street,
London SE1 1AA

or email to: opscomplaints@britishlegion.org.uk

All complaints are logged and monitored so that we can be sure the lessons learnt are applied across all of our services in future.

January 2016



FORM TO BE USED FOR SUBMITTING A COMPLAINT ABOUT LEGION SERVICES

CONTACT DETAILS FOR COMPLAINANT(S)	
NAME(S) OF COMPLAINANT(S)	
HOME ADDRESS: (including post code)	
TELEPHONE NUMBER:	
EMAIL:	
DETAILS OF YOUR COMPLAINT	
SECTION A:	
WHAT IS YOUR COMPLAINT ABOUT? (Tell us what happened and why you are not happy about this)	
SECTION B:	
WHERE AND WHEN DID THIS HAPPEN?	
SECTION C:	
WHO DID YOU DEAL WITH / WHO ARE YOU COMPLAINING ABOUT?	

DETACH AND RETURN TO THE OPERATIONS OFFICE