



## **Complaints**

We care for our visitors, customers, clients and stakeholders so that:

- They can utilise the facilities and activities at the Arboretum
- They feel inspired to visit again and to share our stories
- The Arboretum is open and accessible to all

To achieve this, we like to know when things have gone wrong so that we can put them right. If you are unhappy with any aspect of your experience with the Arboretum, we encourage you to let us know as soon as possible.

We take all complaints very seriously and will investigate them promptly and thoroughly.

## **How to make a complaint**

### **In person**

If you wish to make a complaint about the National Memorial Arboretum whilst you are onsite, then please speak to a member of our team. We will do our best to resolve this quickly to enable you to enjoy the rest of your visit.

If a member of the team requires support to resolve your complaint, they will escalate this to their line manager or the Duty Manager.

Should we be unable to resolve the complaint immediately then we will take your contact details and agree next steps, including a date for us to contact you.

### **Via phone or email**

You can contact us via email at [info@thenma.org.uk](mailto:info@thenma.org.uk). Please include as much detail as possible, including the date and time of any incident and a description of what happened. We will acknowledge your message within 24 hours and will investigate and respond to your complaint within 10 working days.

### **If you are not satisfied**

If you are not happy with the outcome of our investigation or the steps we have taken to resolve the matter then you should contact:

- **Mark Ellis, Arboretum Lead**

[mellis@thenma.org.uk](mailto:mellis@thenma.org.uk)

National Memorial Arboretum  
Croxall Road  
Alrewas  
Staffordshire  
DE13 7AR

If this does not resolve the matter, then please contact:

- **Philippa Rawlinson, Royal British Legion Director of Remembrance**

Royal British Legion  
199 Borough High Street  
London  
SE1 1AA

Should the matter still not be resolved then you should contact the National Memorial Arboretum, Arboretum Chair of Trustees who will make a final decision:

- **Helen Owen**

c/o National Memorial Arboretum  
Croxall Road  
Alrewas  
Staffordshire  
DE13 7AR