

Complaints Procedure

The Commonwealth War Graves Commission is committed to providing a high-quality service to everyone we deal with.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response.

Definition of a Complaint

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints where:

- we have failed to do something we should have done
- we have done something badly
- we have treated you unfairly or discourteously

Our complaints policy does not cover:

- matters that have already been fully investigated through this complaints procedure
- matters which are outside our sphere of influence, and about which we are unable to act
- anonymous complaints
- complaints about access to information where procedures and remedies are set out in legislation, e.g. Data Protection Act.

How to Complain

You can make a complaint to the addresses in the **Contact Us** section below by email, telephone or by letter.

We have a 3 stage complaints procedure. Please give us as much detail as possible about your complaint, including any documents or correspondence. This will help us to resolve your complaint quickly.

We will log all the complaints we receive and monitor how long it takes us to respond and resolve them.

Stage I

In the first instance we will direct your complaint to the Head or Director of the area or team against whom the complaint has been made and the majority of complaints will be resolved at this stage. You will receive an acknowledgement within 5 working days and a full response within 20 working days

Stage 2

If you are dissatisfied with this response you may request a full review of your complaint by the Commission's Head of Information. You will receive an acknowledgement within 5 working days and a full response within 20 working days.

Stage 3

If following the two stages above, you remain dissatisfied you can ask to have your complaint reviewed by the Director General who holds final accountability and discretion in all matters relating to complaints on behalf of the Commonwealth War Graves Commission. You will receive an acknowledgement within 5 working days and a full response within 30 working days

We aim to complete all complaints within the stated timescales, however if the nature of a complaint is very complex, it may be necessary to extend the timeframe. If this is the case we will keep you informed of progress and the reasons for any delay in responding.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act.

Contacting Us:

Enquiries Team
Commonwealth War Graves Commission
2 Marlow Road
Maidenhead
SL6 7DX

Email: enquiries@cwgc.org

Tel: +44 (0)1628 507200