

Complaints

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

- They can fully utilise the facilities and activities at the Arboretum
- They feel inspired to visit again and to share their 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 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 while you are on site, 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 our team requires support to resolve your complaint, then 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 our 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. 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.

You may also contact our switchboard on 01283 245 100 and our Admin Team will take your details to pass on to the relevant manager. We will investigate your complaint and respond 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

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 Chair of Trustees who will make a final decision:

- **Anny Reid OBE**

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