

## **Making a complaint**

IHAT has an open and responsive complaints system in order to provide an effective means of investigating all forms of complaint.

Any person, military or civilian, who has had direct contact with the IHAT or has been directly affected by IHAT activity can submit a complaint.

## **How do I complain?**

There are a few ways: we ask for all complaints to be in writing. You could email us on [ihat-ops-support-team@mod.uk](mailto:ihat-ops-support-team@mod.uk). You could also write to us: Director, Iraq Historic Allegations Team, Building 396c, Trenchard Lines, Upavon, Wiltshire, SN9 6BE.

Please ensure you include contact details so that we may call or email you if we need further information.

## **How long will you take to respond to me?**

An initial response acknowledging a complaint would usually be sent within five working days of receipt. It is our aim to look into complaints swiftly and reach a conclusion as quickly as possible.

You can expect to receive an update on your complaint every 28 days - or sooner if there has been a significant development.

## **Will I be treated fairly and with respect?**

Yes. IHAT takes legitimate complaints or concerns seriously and it is your right to make a complaint against an individual, or the organisation, if you believe you have been wronged.

We will ask for a senior member of IHAT, independent of the complaint, to review and investigate. They will be asked to compile a report for the Director IHAT to consider and you will then be notified of the findings and any decisions taken.

## **Can I appeal your decision?**

Yes. Depending on the details of the complaint, further resolution is available either through the Royal Navy Police – Headquarters of the Provost Marshal (Navy), The Ministry of Defence complaints' procedure or through the contract service provider.

If your question isn't answered here please call our Ops Support Team on (01980) 615857, who will be pleased to help.