

The Service complaints process can be quite stressful for those involved – whether as complainants, respondents or witnesses. If you feel you need welfare support at any time throughout the process, it is important you speak to someone. Your chain of command, unit welfare staff, chaplain or assisting officer should be able to provide you with information and advice about the support available to you. Alternatively, you can contact one of the agencies below.



[Combat Stress](#) runs a helpline that is open 24-hours a day, 365 days a year.

The helpline is staffed by specially-trained professionals who can provide confidential advice and support. It can be accessed by current and former Service personnel and their families.

Veterans – 0800 138 1619 Serving personnel – 0800 323 444

Or you can text 07537 404719 or email helpline@combatstress.org.uk

[Samaritans](#) provide support 24-hours a day, 365 days a year.

Anyone who feels they are struggling to cope with something in their lives can ask for support.

Freephone – 116 123

Or email jo@samaritans.org



[Forcesline](#) is a free and confidential helpline for current and former Service personnel run by SSAFA.

Forcesline is open 9am-5pm Monday to Friday.

Phone - 0800 731 4880 from the UK

Numbers for other countries can be found on the website.

[Mind](#) runs an infoline that is open 9am-6pm Monday to Friday.

They can provide information on a number of topics and signpost to help and support in your area.

Phone – 0300 123 3393 or text 86463

Email – info@mind.org.uk

