



# Complaints

army families federation

AFF is committed to providing the best possible service to the families and stakeholders we work with and we strive always to be courteous and professional in our communications and delivery. If we get things wrong, please tell us: we want to resolve your complaint as quickly as possible.

You can make a complaint in the following ways:

- By e-mail to [us@aff.org.uk](mailto:us@aff.org.uk)
- By post to Chief Executive, AFF, IDL 414, Ramillies Building, Marlborough Lines, Monxton Road, Andover, SP11 8HJ