

Where to get welfare support

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, 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. The following organisations can also offer support.

Call Samaritans for
free any time on

116 123

SAMARITANS

A registered charity

Samaritans works with the Ministry of Defence and other charities to support serving personnel in the Armed Forces, veterans, and their families.

They have a dedicated Emotional Support Helpline if you're a veteran, serving member of the Armed Forces or a family member and need someone to talk to. Samaritans listen and won't judge or tell you what to do. Call them free, any time, on

0808 175 3075

Further information about how Samaritans can help those in the military and Armed Forces community can be found on their dedicated [webpage](#).



If you need SSAFA's support, call to speak to one of their Forcesline advisors:

0800 260 6780

09:00–17:00, Monday to
Thursday, 09:00-16:00 on
Friday

[SSAFA](#) can help provide practical, financial and emotional support for Service personnel, veterans and their families.

[Forcesline](#) is the main point of contact for any member of the Armed Forces, veterans or their families, to reach out to SSAFA and get the help they need.

Forcesline is a free and confidential telephone helpline and email service that provides emotional support and a listening ear to those in the Armed Forces community who are feeling lonely, isolated or are struggling to cope with everyday life. Forcesline can also signpost you to other organisations who may be able to offer more practical assistance.



Call on:

0808 802 8080

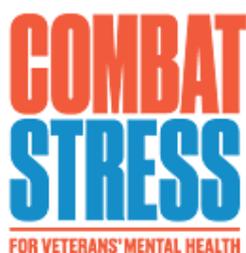
Lines are open 08:00-20:00
every day

The [Royal British Legion](#) (RBL) helps members of the Royal Navy, British Army, Royal Air Force, veterans and their families.

RBL support serving and ex-serving personnel all year round, every day of the week.

RBL's support starts after one day of Service and continues through life, long after Service is over.

RBL provide expert advice and guidance, recovery and rehabilitation, along with help transitioning to civilian life.



Call the helpline free at any
time on:

0800 138 1619

24-hours a day, 365 days a
year

You can also text on:

07537 173683 (charges
may apply) or email:

helpline@combatstress.org.uk

[Combat Stress](#) provide a 24-hour mental health helpline for those currently serving, or for those who have served in the UK Armed Forces. The helpline is also available if you're a family member or carer worried about the mental health of a loved one, or need to talk to someone yourself.

Combat Stress provide specialist treatment and support for veterans from every Service and conflict, focusing on those with complex mental health issues resulting from their experiences during military Service.

Serving personnel and their families can call:

0800 323 4444



Support line:

0300 102 1234

Infoline:

0300 123 3393

Both open 09:00–18:00
Monday to Friday (except
bank holidays).

[Mind](#) has four [helplines](#) that provide a voice at the end of the phone when there's nowhere else to turn:

The **support line** is a safe space for you to talk about your mental health. Mind's advisors are trained to listen to you and help you find specialist support if you need it.

On the **infoline**, you can ask about mental health problems, where to get help near you, treatment options, and advocacy services. You can also contact them by email (info@mind.org.uk).

There is also a welfare benefits line and a legal line, details of which can be found [here](#).



GOV.UK

The Veterans' Gateway
helpline number is:

0808 802 1212

Lines are open 08:00-20:00
every day

There is a '[Support services for military and defence personnel and their families](#)' page on GOV.UK. This includes the Armed Forces Covenant, childcare, employment, finance, housing, pensions and compensation and welfare support.

There is also a '[Find support for veterans and their families](#)' page, which list organisations that provide support to veterans of the UK Armed Forces and their families. This includes details of the Veterans' Gateway helpline that can provide information and referral support by telephone.