Peace Palace Visitor or Webshop Consumer Complaint Form

Our volunteers at the Visitor Centre make every effort to provide you with the best possible service. Nevertheless, there may be occasions when, as a visitor, you are dissatisfied with something you have observed or experienced.

If you have any questions, you may always ask one of our volunteers for clarification or contact us by email at **visit@peacepalace.org** or, in relation to a webshop purchase, at **webshop@peacepalace.org**.

Before submitting a complaint, please carefully review the Webshop Terms and Conditions and/or the Visitor Conditions to ensure that you are aware of the rules that apply when visiting the Peace Palace or placing an order through the webshop.

If you wish to submit a formal complaint, please complete the form below or submit your complaint by email to **visit@peacepalace.org** or **webshop@peacepalace.org**, stating in the subject line:

Complaint regarding Peace Palace visit / **Complaint regarding webshop order**

Please provide the following information:

1. Contact details

Name:

Email address:

Telephone number (optional):

2. Date (and, if applicable, time) of the visit/order

---

3. Description of the complaint

---

4. Who was involved? (optional)

---

5. What solution would you propose? (optional)

How would you prefer to be contacted regarding this complaint?

☐ By telephone

☐ By email

Your complaint will be treated confidentially by the **Carnegie Foundation**.

You may also submit your complaint in a sealed envelope at the reception desk of the Visitor Centre. Please mark the envelope:

Complaint Form – Peace Palace Visit / Webshop Purchase

Date:

Signature:

To be completed by the Carnegie Foundation only

Complaint received on:

Complaint resolved on:

Proposed solution:

Complaint handled by:

Last amended: 29 June 2026