

Key: FWR = Forces War Records; CG = Carmelo Galea (myself)  
My Member ID with FWR: 2222143  
Research Ticket ID: 1251125

Early Jan 2017 Indicated that I might be interested in engaging one of their researchers, though I am quite hesitant, consider I already engaged another UK research company in 2012 which ended up with nothing (though I paid £295).

12 Jan 2017 FWR: *"We would ... confirm if records are available once a search has been started"*

14 Jan 2017 CG: *"What will be the cost to me ... up to the stage where the Researcher can let me know whether it is viable to proceed or not?"*

14 Jan 2017 FWR: *"You will be requested to make a £10 deposit, ....I cannot tell you what the researcher may charge you, ...."*

15 Jan 2017 CG: *"I am prepared to make a £10 deposit, but I am not ready to pay 100's of pounds for a research returning up with blank ino, ...."*

15 Jan 2017 FWR: *"It is a £10 deposit and nothing further will be taken if nothing can be found."*

20 Jan 2017 CG: I paid the £10 deposit.

02 Feb 2017 FWR: Got a message saying that they have taken the balance of £89.95, and telling me to log in to retrieve the results.

02 Feb 2017 CG: I told FWR that I could not find anything relating to my relative in the results I checked.

03 Feb 2017 FWR: *"I can confirm that £89.95 has been debited for the Results of the Search ..... The Documents provided relate to Carmelo Galea."*

03 Feb 2017 CG: I reminded FWR of my message to them of the 15 Jan 2017 (prepared to pay £10, but not 100's of pounds if nothing is found). *"None of the documents in your search relate to my grandfather in question (Carmelo Galea [1893-1977]), for which I provided exact date and place of birth .... You mention that the documents relate to Carmelo Galea - most of them do, but not the Carmelo Galea I asked for".*

03 Feb 2017 FWR: *"I would suggest contacting the Researcher directly. You have paid the Full Cost as per the invoice we received from the researcher as he deemed all records found to be for the correct person....."*

04 Feb 2017 CG: *"I requested the research through Forces War Records, ....I think it is FWR's responsibility to contact the researcher with my concerns. .... not a single bit of information (research results) relates to the correct person"*

04 Feb 2017 FWR: *"I have contacted Kevin (researcher's name) and asked him to contact you directly, ...."*

06 Feb 2017 FWR: *"I've spoken to Kevin the researcher and he has told me that there was no candidate that matched all of the details you gave him - so he gave you the records of ALL the men who served in the Royal Navy at that time with that name".*  
(My Comment: what if there were a thousand others by the same name - would they have given me all their details ? Why would I be interested in other than my grandfather's details) ?

07 Feb 2017 CG: *"I will deal with this issue differently".*