



NHS

London Ambulance Service
NHS Trust

How to make a complaint about the London Ambulance Service





What is a complaint?



A complaint is when you tell someone you are unhappy about something



Something bad might have happened and you want to tell people about it



You can make a complaint yourself

Or



You can ask a carer, family member or someone else you trust to help you with this



If you don't feel comfortable making a complaint yourself, or you want support, the NHS Complaints Advocacy can help



You can call them on:

0300 330 5454

Or



You can email them at

nhscomplaints@voiceability.org



We want you to tell us if you feel unhappy or worried about the care we gave you



You can make a phone call to our
Patient Experiences Department

Call us on: 020 3069 0240

OR



You can send an email to the team
at:

PED@londonambulance.nhs.uk

OR



You can write a letter to the team
and send it to

Patient Experiences Department
Units 1&2 Datapoint Business
Centre
6 South Crescent
London
E16 4TL



We will tell you how long it will take to respond to your complaint

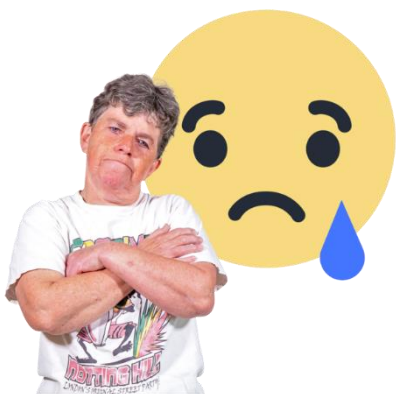


35 days

We will write to tell you what we have found within 35 days. If we cannot do this, we will write and give you another date



We will look into what happened to find out what went wrong



If you are unhappy about the result of your complaint



You can write to the Parliamentary and Health Service Ombudsman



This is a service that looks into complaints about health services, like the NHS



You can call them on:

0345 0154033

Or



You can email them at:

phso.enquiries@ombudsman.org.uk

Or

You can write to them at:



Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

