

# Thanking our staff

We receive over a thousand thank-you letters a year



It is easy to pass on a compliment and these are always well received by our staff.

All compliments are acknowledged and a copy provided to the individual(s) together with their manager. Anonymised information is also shared within the Trust through our staff magazine, bulletins and Trust reports.

If you would like to send a card or letter to thank the staff that treated you, or to say thanks on behalf of someone else, please send it to:

Communications Department  
London Ambulance Service NHS Trust  
220 Waterloo Road, London SE1 8SD

Please try to include as many details as possible, so that we can make sure it reaches the right people.

Alternatively, you can email us at [thankourstaff@londonambulance.nhs.uk](mailto:thankourstaff@londonambulance.nhs.uk) or visit our website

[www.londonambulance.nhs.uk/thankourstaff](http://www.londonambulance.nhs.uk/thankourstaff)

If you would like this document in another language, or in a format such as easy-read, Braille or audio, contact:

**FREephone 0800 7311 388 or visit**

[www.londonambulance.nhs.uk/communicatingwithus](http://www.londonambulance.nhs.uk/communicatingwithus)

If you would like this document in another language, or in a format such as easy-read, Braille or audio, contact FREEPHONE 0800 7311 388.  
[www.londonambulance.nhs.uk/communicatingwithus](http://www.londonambulance.nhs.uk/communicatingwithus)

عربي  
إذا كنت تريد هذه الوثيقة بلغتك الخاصة،  
اتصل بالرقم المجاني: 0800 7311 388.

বাংলা

যদি আপনি এই ডকুমেন্ট আপনার ভাষায় চান, তাহলে যোগাযোগ করুন ফ্রিফোন 0800 7311 388 নম্বরে।

**Français**

Si vous désirez recevoir ce document dans votre langue, contactez le NUMÉRO VERT 0800 7311 388.

**Język Polski**

Jeśli pragnąłbyś ten dokument w swoim języku zadzwoń pod DARMOWY numer telefonu 0800 7311 388.

**Português**

Se desejar obter este documento no seu idioma, queira contactar a LINHA DE TELEFONE GRÁTIS 0800 7311 388.

ਪੰਜਾਬੀ

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਫ਼ੀਫ਼ੋਨ  
0800 7311 388 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

**русский**

Если вы хотите получить этот документ на вашем языке, свяжитесь с нами по бесплатному телефону 0800 7311 388.

**Soomaali**

Haddii aad dukumeentigan ku rabto luqaddaada, soo wac TELEFOONKA BILAASHKA AH 0800 7311 388.

தமிழ்

இந்த ஆவணம் உங்கள் மொழியில் உங்களுக்குத் தேவைப்பட்டால், இலவச தொலைபேசி எண் 0800 7311 388 ல் தொடர்பு கொள்ளவும்.

**Türkçe**

Bu belgeyi kendi lisanınızda istiyorsanız, ÜCRETSİZ TELEFON HATTINDAN ilişki kurun: 0800 7311 388.



London Ambulance Service **NHS**  
NHS Trust



# Talking with us



# Complaints and thanking our staff



# Enquiries, feedback and complaints

We are committed to ensuring our organisation is as good as it can be. The vast majority of the time, our patients receive a high quality professional service. However, there may be times when things go wrong or you are unhappy with the service we provide.

If you feel dissatisfied, you have the right to have your concerns listened to and investigated. Our patient experiences team is your first point of contact if you have any comments, feedback or complaints about the service you have received from us.

The team also deal with all general enquiries about our policies and procedures and how we work.

You should contact us as soon as possible after the event, as usually we can only investigate a complaint that is within 12 months of the incident occurring, or within 12 months of you becoming aware of the problem.



## How should I contact you?

Phone: 020 3069 0240 (local rate)

Email: [ped@londonambulance.nhs.uk](mailto:ped@londonambulance.nhs.uk)

Secure email: [ped.londonambulance@nhs.net](mailto:ped.londonambulance@nhs.net)

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

Please remember to include your contact details and let us know how you would prefer us to contact you.

Further details on how to make a complaint may be found on our website:

[www.londonambulance.nhs.uk/talkingwithus](http://www.londonambulance.nhs.uk/talkingwithus)

## What happens next?

You will be sent an acknowledgement within three working days of us receiving your complaint and we will then gather relevant information.

We will respond to all enquiries as quickly as possible. Please do not contact multiple trust departments as this only duplicates administrative effort.

By the end of the investigation we hope to answer all your questions, address your concerns satisfactorily and ensure that any recommendations are shared within the Trust to help us provide better patient care.

## What help is available to me?

Making a complaint is a daunting experience for anyone, if you would like support or advice regarding your complaint you can contact an independent advocate who can help you with each stage of the process.

For further information please visit:



<http://nhscomplaintsadvocacy.org>

## What if I am still not satisfied?

If you are dissatisfied with our response, please do let us know and we can discuss whether or not there is anything further we can do to resolve your concerns.

Should you remain unhappy, you have the right to refer your complaint to the Health Service Ombudsman. The Ombudsman will review your case and decide whether to investigate the matter further.

Phone: 0345 015 4033

Parliamentary Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

See also:



[www.ombudsman.org.uk](http://www.ombudsman.org.uk)