



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

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 document 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.



Talking with us



Feedback on Complaints form



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

Affix
stamp
here

HOW WAS YOUR EXPERIENCE OF MAKING A COMPLAINT?

Your feedback is very important to us.

Making a complaint can be an overwhelming process for anyone. Feedback from our patients' experience provides opportunities for the Trust to learn and improve. We would like to understand your experience of raising a complaint to London Ambulance Service.

The purpose of this leaflet is to review the process you went through when you made a complaint to this organisation. Taking part in the completion of this survey is voluntary. The results will be used to make improvements to the complaints process and how we respond to complaints.

The person who made the complaint should complete the questionnaire on his or her own where possible. Where they are unable to, support can be offered but please enable the complainant to complete the questions from their own viewpoint.

If you have any questions about this leaflet, please contact us:

Phone: 020 3069 0240

Email: ped@londonambulance.nhs.uk

Website and complete this form online:
www.londonambulance.nhs.uk/talkingwithus

Reference No. of your complaint

Question 1

How did you find out how to make your complaint?

- ☐ Leaflet / poster
- ☐ I spoke to a member of staff
- ☐ I spoke to a health complaints advocate
- ☐ Organisation website
- ☐ I already knew how to make a complaint
- ☐ Other – please specify

Question 2

Did you feel that your concerns were being taken seriously when you first raised your complaint?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No
- ☐ Not sure/don't know



Question 3

Were you kept informed about the progress of your complaint?

- ☐ I did not receive any updates about my complaint
- ☐ Yes, completely
- ☐ Yes, to some extent
- ☐ No
- ☐ Don't know/can't remember

Question 4

Was the outcome in response to your complaint explained to you in a way that you could understand?

- ☐ Yes completely
- ☐ Yes, to some extent
- ☐ No

Question 5

Did you receive any explanation of how your feedback would be used to improve services?

- ☐ Yes
- ☐ No, but I did not mind
- ☐ No, but I would have liked this
- ☐ Not sure/don't know

THANK YOU
FOR COMPLETING OUR SURVEY.

