



London Ambulance Service



NHS Trust

# How to make a complaint about the 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.



If you need help to complain you can ask your carer, relative or other person you trust, to act as your advocate.



If you are unhappy or worried about the care that you received from us, we want you to tell us about it.

You can make a phone call to our Patient Experiences Department.



Call us on: 020 3069 0240



You can send an email to:  
[PED@londonambulance.nhs.uk](mailto:PED@londonambulance.nhs.uk)



You can write to us at:  
Patient Experiences Department  
Units 1&2 Datapoint Business Centre  
6 South Crescent  
London  
E16 4TL



You will receive an acknowledgment of your complaint with a time frame for our response.



We will investigate your complaint, which means we will look into all of the things that happened to find out what went wrong.



We will write to tell you what we have found within 35 days. If we cannot provide a full response to your complaint within the 35 days we will write and give you another date.



If you do not feel comfortable making a complaint by yourself, or you need support at any point during the complaints process, NHS Complaints Advocacy can give you that support.



You can call them on:

0300 330 5454

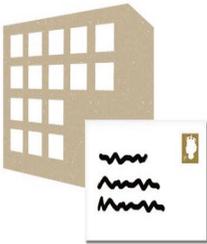


Or email them at:

[nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)



If you are unhappy with the outcome of your complaint:



You can write to the:  
Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP



You can call them on: 0345 0154033



Or email them at:  
[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)