

## How to contact us

### Write to:

**Patient Experience Department**  
East of England Ambulance Service NHS  
Trust,  
Hammond Road,  
Bedford,  
Bedfordshire  
MK41 0RG  
Office hours are 10am to 4pm, Monday—  
Friday. Answerphone outside these hours.

Phone: 01234 243320 or Freephone: 0800  
028 3382

Or [Email: eoeasnt.feedback@nhs.net](mailto:eoasnt.feedback@nhs.net)

For further information please visit our  
website on: [www.eastamb.nhs.uk](http://www.eastamb.nhs.uk)



## Help is at hand

Although we try to make our complaints procedure as clear as possible, should you need any help and support during any part of the complaint process, you can access an independent organisation who will assist you free of charge.

To contact **POhWER**, the Independent Complaints Advocacy Service (ICAS), you can visit [www.pohwer.net](http://www.pohwer.net) or call 0300 456 2370 or Voiceability on 0300 222 5704 or at [www.voiceability.org](http://www.voiceability.org)

If you would like this leaflet in large print, Braille, alternative format, or a different language, please contact the Patient Experience Department on: **0800 028 3382**

اگر آپ کو یہ کتابچہ بڑے پرنٹ، بریل، متبادل نمونے یا کسی دوسری زبان میں  
چاہیے تو براہ مہربانی پالز سے فون نمبر 0800 028 3382 پر رابطہ کریں۔

نہ گھر نہ نامیلاکھیہ تان بہ بیسی گھورہ، برہیل، شیوازی جیاواز، یا خود زمانیکی  
دیکہ دھونیت، تکایہ پھیوہندی  
بہ تیمی PALS وہہ بکمان لہ سار ژمارہ تہلفونی: 0800 0208 3382

Se desejar obter este folheto impresso em letras maiores, em Braille, num formato diferente, ou noutra língua, por favor contacte a Equipa PALS (PALS Team) pelo tel: 0800 028 3382.

Jeżeli chciałbyś otrzymać tę ulotkę w dużym druku, w Braille'u, w innym formacie lub w innym języku prosimy o kontakt z Zespołem PALS pod numerem telefonu 0800 028 3382.

Если вы бы хотели получить эту брошюру в печати крупным шрифтом, шрифтом Брайля, в альтернативном формате или на другом языке, пожалуйста, обращайтесь в группу PALS по телефону 0800 028 3382.

## Complaints

Patient experiences—making things easier



We want to continue to improve the service with your help.

## Improving customer care and experiences

The East of England Ambulance Service NHS Trust is committed to listening to people about their experiences so that we can improve our service and customer focus by using all feedback in a positive and productive manner.

This feedback is important to us so that we can continuously improve our service design and delivery.



## Dealing with your enquiries

All comments, concerns, complaints and compliments will be dealt with by our experienced team of staff.

If a verbal enquiry is received, we will do everything possible to resolve your concern either the same day, or within 24 hours.

If we are unable to resolve your verbal concerns, or we receive a complaint electronically, or via the post, we will acknowledge this within three working days. We will then write to you with an expected timeframe for your investigation and to request consent, if appropriate. We will keep you informed throughout the complaints process.

We will then write to you with a detailed report of the findings including what we are going to do to put things right.

If your complaint relates to more than one trust or organisation, we can arrange for you to receive one joint response, making the process as simple as possible.

We also see the benefits of giving positive feedback to staff where patients have been pleased with the care they have received. This is extremely important and motivating for staff and we encourage you to write in.

## What happens if you are still unhappy

We will discuss with you which elements of the complaint you are unhappy with so that we can look into the matter further.

Our aim is to resolve your complaint in a timely and efficient manner however some complaints are more complex and may require more time to gain a thorough understanding of what may have gone wrong.

We will of course maintain contact with you to ensure you are fully aware of the progress of your complaint.

If you are still dissatisfied with the outcome, you can contact

**The Parliamentary and Health Service  
Ombudsman via their website**

[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

Or you can ring the help line on:

**0345 015 4033**

8.30am – 5.30pm Monday – Friday.

## Patient advice & liaison service (PALS)

PALS is here to help if you need advice, have concerns or are unsure who to contact. It aims to resolve patients' concerns quickly and efficiently.

This service is designed to provide you with information relating to your enquiry, guide you in understanding the complaints process and listen to any suggestions in how we could improve our service. We can also signpost you to different organisations if you require further support or if we are unable to help you any further.

The Patient Advice & Liaison Service is also run by the Patient Experience Department and they can be contacted via email or telephone (see contact details over page).

