

LONDON AMBULANCE SERVICE COMPLAINTS CHARTER FOR URGENT AND EMERGENCY CARE

THE LONDON AMBULANCE SERVICE IS COMMITTED TO:

- **MAKING URGENT & EMERGENCY CARE IN LONDON BETTER FOR EVERYONE**
- **VALUING YOUR COMMENTS, SUGGESTIONS AND COMPLAINTS**
- **ENSURING ALL COMPLAINTS ARE THOROUGHLY AND QUICKLY INVESTIGATED AND RESULT IN ENDURING SERVICE IMPROVEMENTS**
- **TREATING YOU WITH COURTESY, RESPECT AND SENSITIVITY AT ALL TIMES**

VoiceAbility, POWhER and other providers of NHS advocacy will support and advocate for people with complaints and promote the delivery of this Charter

The Patients' Forum for the LAS will promote delivery of this Charter, monitor compliance and propose service improvements

WHEN YOU ARE DISSATISFIED WITH HEALTH CARE SERVICES

- Tell us, as soon as possible, if you are unhappy with our services so that we can investigate your concerns and quickly try to put things right for you.
- Tell us if you have any particular needs that we should be aware of, e.g. an interpreter or other ways of ensuring effective communication with you.

OUR COMMITMENT TO YOU - WE WILL

- Acknowledge your complaint within three working days, and explain how we will handle your complaint/s and what information we need.
- Give you the name and contact details of the person or team that will investigate your complaint.
- Keep you updated if it takes longer than we had hoped to respond, and explain our progress in the investigation of your complaint.
- Pledge that making a complaint will not adversely affect your ongoing or future treatment in any way.

WE WILL FOLLOW AN OPEN AND FAIR PROCESS BY

- Listening to you carefully and fully understanding your complaint.
- Requesting all the information we need from you.
- Explaining how we will investigate all of your specific concerns.
- Being open and honest with you throughout the investigation, e.g. by ensuring the Duty of Candour (DoC) is fully complied with and you receive copies of any relevant reports (DoC is defined below).
- Sharing evidence and facts with you by providing a comprehensive response to your complaint.
- Letting you know about local complaints advocacy service, or other appropriate advocacy services to support and advise you during any complaints investigation.
- Explaining our decisions and recommendations, and how we have reached them.
- Carefully evaluating all the information we've gathered to make a decision on your complaint, and explaining your recourse opportunity to approach the Ombudsman if you are dissatisfied with our findings.

WE WILL GIVE YOU AN EXCELLENT SERVICE BY

- Treating you with courtesy and respect.
- Aiming to give you a final decision on your complaint within 35 working days – or explain the reason for any delay.
- Making sure our complaints service is easily accessible to you and giving you support and help if you need it.
- Ensuring the information you give us is held securely and confidentially.

USE YOUR COMPLAINT TO IMPROVE SERVICES BY

- Listening to your feedback and using it to improve our services.
- Apologising if we have made mistakes, and aiming to quickly put things right whenever possible.
- Sharing with you what we have learned from investigating your complaint, and telling you how we have worked to improve services.
- With your consent, sharing what we have learned from your complaint with our front line clinical staff and with commissioners

WHAT YOU CAN EXPECT FROM THE ORGANISATION YOU HAVE COMPLAINED ABOUT

- Giving you a clear final answer to your complaint.
- Addressing your complaint as quickly and effectively as possible.
- Giving you any information you ask for relevant to your complaint within a reasonable amount of time and in accordance with the relevant Legislation.
- Showing you how we have taken action on the recommendations arising from your complaint.
- Reimburse you, if you have suffered financial loss as a result of our actions.

The Health Service and the Local Government and Social Care Ombudsmen can make final decisions on complaints that haven't been resolved locally by the NHS or the local authority:

- **Health Service Ombudsman: Tel: 0345 015 4033.**
www.ombudsman.org.uk
- **Local Government and Social Care Ombudsman: Tel: 0300 061 0614**
www.lgo.org.uk/

ACCESS FOR EVERYBODY

Let us know if you need the Charter in different languages or formats, e.g. Easyread, large print or any other format. We will comply with the NHS Information Standard.

TELL US WHAT WENT WELL

We want to know what went well for you so that services can be improved by learning from your positive experiences.

CONTACT:

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

Tel: 020 3069 0240 Fax: 020 3069 0239 Email: ped@londonambulance.nhs.uk

[www.londonambulance.nhs.uk/talking with us/enquiries, feedback and compla.aspx](http://www.londonambulance.nhs.uk/talking_with_us/enquiries_feedback_and_compla.aspx)

Patients Forum for the LAS – WWW.PATIENTSFORUMLAS.NET -

Patientsforumlas@aol.com

NOTE:

Duty of Candour (DoC) is a legal duty on Hospital Trusts to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. The DoC aims to help patients receive accurate, truthful information from health providers and to achieve a wholly transparent culture in health provision – being open when errors are made and harm caused.