



Complaints Procedure

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Ambulance Headquarters
The Old School, School Road
Cefnbrynbrain, Cwmllynfell,
Swansea SA9 2WD

Tel: 01639 830253 Fax: 01639 831695
Email: training@awas.co.uk Web: www.awas.co.uk

Definition of formal complaint

- A formal complaint is an expression of dissatisfaction concerning All Wales Ambulance Ltd' products or service, when the complainant has drawn his or her concern to the attention of one of All Wales Ambulance Services Ltd' training staff and is not satisfied with the response that was given.
- All Wales Ambulance Services Ltd. take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.
- It is recognized that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

Making a formal complaint

- If you are dissatisfied with any of the services provided by All Wales Ambulance Services Ltd, in the first instance we encourage you to speak with the member of staff concerned, or telephone All Wales Ambulance Services Ltd using the contact details provided above, asking to speak with the Training Officer.
- If the Training Officer is unavailable, you should send details of your complaint to dean@awas.co.uk (Centre Coordinator). You have the choice as to whether you wish to have your formal complaint dealt with by telephone or by letter, fax or e-mail; however a final confirmation of the outcome will be given in writing.
- If you prefer to have your complaint dealt with in writing, please indicate your preference within your complaint submission. Written complaints can be submitted to All Wales Ambulance Services Ltd, Ambulance Headquarters, The Old School, School Road, Cefnbrynbrain, Cwmllynfell, Swansea, SA9 2WD; otherwise you can contact a member of the management team by telephone on 01639 830253. Other methods of contact are included in the header of this document.
- When submitting your complaint, you should include as much information as possible, including the nature of the concern, the date of the event where concerns were raised, and the name(s) of the staff concerned and details of who you have spoken to about the problem.
- Please remember to provide full details of the postal or email address where you would like the final response to be sent.
- Receipt of the complaint will be acknowledged within 3 working days, by email or in writing, depending upon the preference of the complainant.



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- We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly.
- A written report will be sent within 10 working days of acknowledgement, although every effort will be made to respond in five working days, where possible.
- Details of the investigation and our proposed remedial action will be included within the response.
- Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals.
- If you are still unhappy with the response you receive from the department manager you may request that the Chief Executive Officer (CEO) reviews your complaint and the way in which it was dealt with. The CEO will ensure that your complaint has been dealt with fairly in line with our policies and procedures.
- If the complainant is still dissatisfied, All Wales Ambulance Services Ltd will provide details of the relevant regulatory bodies to enable the escalation of concerns.