



Complaints Policy and Procedure

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1. 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' ambulance or clinical 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.

2. Making a formal complaint:

If a client/patient is dissatisfied with any of the services provided by All Wales Ambulance Services Ltd, in the first instance we encourage that person/patient/family 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 Operations Manager or Duty Officer.

An information sheet is made available at all ambulance points and on the vehicles. This sheet (Quality Charter) states the main points of making complaints and the relevant departments involved (Appendix 1).

If the Operations Manager/Duty Officer is unavailable, they should send details of any complaint to operations@awas.co.uk (Operations Desk). They then have the choice as to whether to have the 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 the client/patient prefers to have the complaint dealt with in writing, then the preference should be indicated within the 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 a member of the management team can be contacted by telephone 01639 830253. Other methods of contact are included in the Company website www.awas.co.uk.

When submitting a complaint, as much information as possible should be included, 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.

Full details of the postal or email address where the final response is to be sent must be included.

Receipt of the complaint will be acknowledged within 3 working days, by email or in writing, depending upon the preference of the complainant.

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 the client/patient is still unhappy with the response they receive from the department manager they may request that the Chief Executive Officer (CEO) reviews the complaint and the way in which it was dealt with. The CEO will ensure that the complaint has been dealt with fairly in line with Company 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. (See Appendix 1).

Quality Charter

Quality Charter

Your Right to High Quality of Service and Care:

Patients can expect the highest of standards of quality of service and care, from highly qualified staff, regardless of the level of service ie PTS, EMS etc.

Your Right to be Treated with Respect:

All Patients will be treated with respect, courtesy and consideration for their dignity, religious and philosophical beliefs.

All staff should treat you politely and pleasantly at all times.

Your Right to an Explanation:

If you are not satisfied with the service you receive, you are encouraged to tell the Crew. You have the right to expect a reasonable explanation.

Your Right to Make a Complaint:

If the Crew are unable to resolve the problem, please follow the steps as detailed in the Complaints Procedure



Complaints Procedure:

We adopt a proactive approach to resolving any complaint to the satisfaction of the client/patient. To ensure that this happens as efficiently as possible, the following steps should be taken.

Resolution by Crew:

Should a client/patient have a complaint of any nature, this should first be taken up with the Crew, in private if necessary, who should try to resolve the problem immediately.

Resolution by the All Wales Ambulance Services Ltd:

If a satisfactory outcome is not achieved with the Crew, then the problem should be brought to the attention of the head office, All Wales Ambulance Services Ltd, who will acknowledge receipt of your complaint within one working day and investigate the complaint immediately if necessary and, in any case within one week. Contact details for the responsible person can be found on the Company web site www.awas.co.uk.

The complainant will be informed of the results of the investigation and any action plan that has been put into force to rectify the situation (or prevent a future reoccurrence).

Resolution by Independent Organisation:

We, as a registered and long established Private Ambulance Service, are proud of our standard of care and will do everything in our power to make your care as enjoyable as possible.

However, should we be unable to resolve any and all issues directly, All Wales Ambulance Services Ltd will provide details of the relevant regulatory bodies to enable the escalation of concerns.

Alternatively you can ring us on 01639 830253 to seek further advice regarding any issues you encounter.

