

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.