THAMES
AMBULANCE SERVICE

Tel: 01268 512005

Do you have a comment?

Thames Ambulance Service is committed to providing good quality services and we hope that your experience whilst in our care is a positive one. We recognise, however, that sometimes we get things wrong or make mistakes and in order to help you when this happens, we have a complaints procedure.

If you are unhappy with the treatment or service you have received from Thames Ambulance Service, you are entitled to make a complaint. Please contact the Control Manager on 01268 512005 or put your complaint in writing to the Chief Executive. We will acknowledge receipt of your complaint within 2 working days and provide a response within 20 working days.

If you are contacting us on behalf of someone else, we will need their written permission if you are not their Attorney.

We also welcome compliments and feedback on the services that we deliver and would encourage you to use this card accordingly.

If you need help or assistance in complaining you can contact:

- Your local Citizens Advice Bureau
- The Care Quality Commission: Tel: 03000 616161 / email: enquiries@cqc.org.uk
- The Health Service Ombudsman: Tel: 0345 015 4033 / email: phso.enquiries@ombudsman.org.uk

Your comments:

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You can post this form in an envelope with postage attached to us at:
Patient Experience Team, Thames Ambulance Service Ltd, Thames House, Charfleets Service Road, Canvey Island, Essex, SS8 0PA