

PATIENT COMPLAINT FORM

Confidential when complete:

Your full name:			
Role:			
Hospital & Ward / Company Name:		Date form completed:	
Your preferred contact details/method:			
Please summarise your issue/ complaint <i>(Include details, times, dates, locations, what happened):</i>			
Any other relevant information:			
How do you want it resolved?			
Is there anyone you want us to talk with to resolve this issue?			
Sign and date this section. If details taken by a 3 rd party both should sign this section.			

Next steps - your complaint will be assigned to an officer to investigate. This will usually follow the next level in our management line. Please e-mail your completed form to the Resolutions Manager at complaints@central-ambulance.com We aim to have your complaint answered within six weeks of submitting it.

Please read page 2 of this document – you have the right to send your complaint to other organisations including our regulator.



We are regulated by the Care Quality Commission – an independent body that regulates public and private healthcare services. If your complaint is eligible, we will also inform the CQC that it has been made (e.g. safeguarding) however you have the right to inform them yourself, the contact details are below:

Visit their website: <https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider>

The CQC will not take up a complaint on your behalf but they will want to know about your experience – visit the above website and follow the link to share your experience.

Other ways to complain:



If the service, you received from us was on behalf of the National Health Service you can complain to the hospital who organised the transport by ringing them or contacting their complaints department.

Or you can choose to complain to the NHS organisation that commissions (arranges and pays for) the service. **If your journey was part of your travel insurance repatriation, social care team action by your local authority, as part of an event medical team action or you paid us directly for your service the NHS will not be able to help you with your complaint.**



If you want to make a complaint about services that were not paid for or funded by the National Health Service (Repatriation/Private Booking/Event)

You should contact the person or organisation that provided the service and give them the chance to put things right for you. If you are not happy with the response to your complaint, you can contact the Independent Sector Complaints Adjudication Service (ISCAS). For their contact details, visit their website at www.iscas.org.uk.



If you are not happy with the reply you get from us

If you are not happy with the outcome of your complaint or how it was dealt with, you can ask the Health Service Ombudsman to investigate it, or you can tell us and we will go back and reinvestigate it.

The Health Service Ombudsman is a free, independent complaints service. If they decide that we have got things wrong, they can make recommendations to put things right.

You can contact the Health Service Ombudsman in the following ways.

- By phoning 0345 015 4033 (textphone 0300 061 4298 for people who are deaf or have problems using a standard phone).
- By sending an email to: phso.enquiries@ombudsman.org.uk.
- By texting 'call back', with your name and mobile number, to 07624 813 005. Someone will then call you.
- By writing to:
Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank London
SW1P 4QP
- You can also visit their website at www.ombudsman.org.uk.