

I am unhappy with: (tick the boxes).



Staff



Call taker



Ambulance

Can you tell us more about what you are unhappy with?  
(Ask someone you trust to help you fill this out).



North East Ambulance Service **NHS**  
NHS Foundation Trust



## Ambulance Service MAKING A COMPLAINT

### Contact us

If you have questions or want more information about the ambulance service please ring:

**PALS** (Patient Advice and Liaison Service)

Phone 0800 032 0202

Or you can ring us on 0191 430 2000



Easy read

# IS IT OK TO COMPLAIN?



If you are unhappy with something, it is **OK** to say so. We need to know what is wrong with our services so we can **make it right**.

# WHO CAN HELP ME COMPLAIN?



A member of staff



A family member



A Carer



# HOW CAN I COMPLAIN?

Telephone us on: **0191 430 2000**

Visit our website: [neambulance.nhs.uk](http://neambulance.nhs.uk)  
and click on contact us

Tell a **member of staff** what you are not happy about.



If that person does not sort things out you can talk to **PALS**

(Patient Advice and Liaison Service).



PALS can offer help and advice and are based at every hospital



Write to them



Call PALS on  
**0800 032 0202**



# IF YOU ARE STILL NOT HAPPY



If no one could help or things have not got better you can contact the **Complaints Team** using the form opposite.

When you have filled it in, tear off the form and put it in an envelope, seal it and put it in the post.  
**No stamp needed.**

The complaints team will contact you to tell you what they plan to do.



Your name



Your address



Your telephone number



## FREE POST ADDRESS

Freepost RLJ-RKYT-AZGH

Complaints Team,  
North East Ambulance Service NHS Foundation Trust,  
Headquarters Building, Goldcrest Way,  
Newburn Riverside, Newcastle upon Tyne,  
NE15 8NY.

NO STAMP  
NEEDED