I am unhappy with: (tick the boxes). Call taker Ambulance Staff Can you tell us more about what you are unhappy with? (Ask someone you trust to help you fill this out).

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







Ambulance Service

MAKING A COMPLAINT







WHO CAN HELP ME 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.**



A member of staff





A family member





A Carer



1 MAKING A COMPLAINT NEAS EASY READ BOOKLET 2

HOW CAN I COMPLAIN?

Telephone us on: **0191 430 2000**

Visit our website: **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**



3 MAKING A COMPLAINT NEAS EASY READ BOOKLET 4

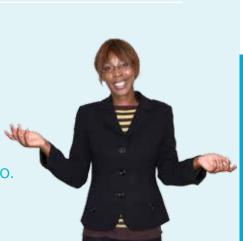
IF YOU ARE STILL NOT HAPPY



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	Name
Your address	
	ANAME DANS ST. 16 HOLD STREET BOMEFORD P. FT. 1848
Your telephone number	



FREE POST ADDRESS

Freepost RLUJ-RKYT-AZGH

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