

How to make complaint, or leave a compliment, about the London Ambulance Service



STEP 1



You can phone them

0203 069 0240



Or send them an email

ped@londonambulance.nhs.uk

Or write to them:



Units 1&2 Datapoint Business
Centre
6 South Crescent
London
E16 4TL



IMPORTANT

Complaints need to be made within 12 months (one year) of the date the problem happened.



They will let you know within three working days that they have received it.



They will give you a full reply within 35 working days (about seven weeks)

STEP 2



If they cannot help you and you are still not happy,



you can make a formal complaint to the Parliamentary & Health Service Ombudsman.



you can phone them on

0345 015 4033



Email them at

phso.enquiries@ombudsman.org.uk

Or write to them:



Millbank Tower
30 Millbank
London
SW1P 4QP

NEED MORE HELP?



If you need help, ask for an Advocate.



See our video on our website for more information about Advocacy.

Or Contact Healthwatch Enfield for more information:



By telephone on

020 8373 6283



Monday to Friday

Between 9am - 4pm



Or text us on 07526 645 683



Or send us an email at

admin@healthwatchenfield.co.uk

Or write to us

(no stamp needed) at:



FREEPOST RTGT-SRCL-ABRS Healthwatch
Enfield
Community House
311 Fore Street
London
N9 0PZ

