



Our complaints policy

Feedback and complaints

We appreciate your feedback as it gives us the chance to review and improve the way we do things.

Comments, suggestions or complaints

We hope you never need to make a complaint, but The Air Ambulance Service always wants the chance to put things right, as well as viewing complaints as an opportunity to learn and improve for the future. In addition, we are committed to listening to the views of supporters, patients, relatives, and the public, to ensure we consider their experiences whether they are good or bad.

How do I make a complaint?

Should you feel the need to make a formal complaint you may do so by:

- contacting us on the phone: **0300 3045 999**;
- emailing us using our online form [<https://theairambulanceservice.org.uk/contact>]; or
- writing to us at: **Blue Skies House, Butlers Leap, Rugby, Warwickshire, CV21 3RQ.**

What will happen next?

We will respond to you within 3 working days to acknowledge receipt of your feedback, and to advise you what will happen next.

We aim to complete any investigation, and provide a full response, within 10 working days after the first acknowledgement. If for any reason we are not able to meet this timeframe, we will update you and explain why.

What if I am not satisfied with the response?

If you are not happy with our response to your complaint and feel that we have not addressed your concerns, or have missed something, please contact us. We will see if there is anything further that we can do to resolve your complaint, and try to address any outstanding issues.

You may appeal the outcome up to six months from the last response we issued. If more than six months have passed since our last response, it will be at the charity's discretion to investigate and respond further, so long as all information is still available for us to investigate thoroughly.

In addition, if you are dissatisfied with our response, you have the right to make a further complaint to the following authorities:

The Fundraising Regulator

<https://www.fundraisingregulator.org.uk/>

Go to this part of their website to find out how to make a complaint and how they will be able to help:

<https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>

The Charity Commission

<https://www.gov.uk/government/organisations/charity-commission>

Go to this part of their website for further information:

<https://www.gov.uk/complain-about-charity>