

# FEEDBACK POLICY

## ST JOHN AMBULANCE

We are committed to improving the quality of our services, by learning and acting on feedback from our customers, patients, supporters, and members of the public.

We hope that you are pleased with the services or products you have received from St John Ambulance. If there is something that you would like to raise with us then we'd like you to tell our personnel about it at the point of delivery so that we can try to put matters right. Alternatively you can contact us in several ways:

- by phone
- by letter
- by email
- using our service specific experience surveys.

Our range of products and services are delivered through different teams, to help you to contact the right one please see the relevant page on our website.

### **Compliments**

It is always a pleasure to hear that you have appreciated aspects of our service. If you tell us about these occasions we can pass your comments onto our volunteers and employers. We will use your feedback to learn from positive as well as negative experiences.

### **Comments and concerns**

If you have a comment or an idea on how we can improve the service you received please let us know. We know we don't always get it right, and we are keen learn from mistakes and hear what our customers, patients and supporters are thinking. If you have raised a concern and would like to be notified of the outcome please let us know and state your preferred contact details.

### **Complaints**

If you are dissatisfied about the quality of the service you have received or its delivery and you wish to make a complaint then please follow the appropriate complaints procedures which are published along with the relevant contact details on our public website:

- [patients and their representatives](#)
- [fundraisers and supporters](#)
- [customers and members of the public](#)

All of our procedures ensure:

- you receive a timely acknowledgement
- you are kept informed of our investigation into your complaint
- you are advised of the appeal process if you are not happy with our initial response
- your information is managed securely.

### **Unreasonable behaviour**

Whilst we recognise that all feedback is valuable, St John Ambulance will not tolerate threatening or verbally aggressive behaviour to its personnel. This behaviour may result in us not being able to look into your complaint.