

Complaints, Comments and Compliments Policy

AJM's policy was written in accordance with national legislation and guidance for providers handling complaints within the NHS and social services. If you have any questions or wish to speak to someone, please contact our Complaints Team.

Timescales

The Complaints Team will acknowledge your complaint in writing within three working days of receipt.

AJM will aim to provide you with a formal response within 25 working days. Your local NHS Clinical Commissioning Group will be informed of your complaint and the outcome.



Still not satisfied?

You can ask for an appeal which will be escalated to an AJM Director for a review of your case.

Alternatively, you can appeal to the NHS Clinical Commissioning Group for your area, or the Ombudsman who are completely independent of both the NHS and the government.

Parliamentary Health Service
Ombudsman
Millbank Tower,
Millbank,
London, SW1P 4QP
0845 015 4033
www.ombudsman.org.uk

AJM Healthcare
Unit 17, North Crescent,
Diplocks Way
Hailsham
East Sussex. BN27 3JF
Tel: 01323 847250
Fax: 01323 849707
enquiries@ajmhealthcare.org



**London Central, North West and Barnet
Wheelchair Service**
Mobility | Posture | Independence

We know we're not perfect...



Your Right to Complain

You're Welcome

AJM Healthcare welcomes all types of feedback about the wheelchair services we provide on behalf the NHS.

This leaflet provides information on how to raise concerns or make a formal complaint about NHS wheelchair services provided in the following boroughs:

- Westminster
- Kensington and Chelsea
- Hammersmith and Fulham
- Brent
- Ealing
- Barnet

It is important for us to learn from feedback and complaints to make the service better for everybody.

Our Promise

Staff will not discriminate against any service users (patients), carers or relatives, and care will not be compromised if concerns are raised.

Your Concerns

If you have concerns about the care or equipment being provided to yourself, a relative or friend, please speak with the

customer services team. It is likely your concern can be quickly resolved without making a formal complaint.

Help is at Hand

AJM's Health Liaison Officer, Rudi Breakwell-Bos (who is also a service user) is employed by AJM Healthcare to help service users, carers, parents and family to get the most out of your wheelchair service. Rudi can advocate and support you if you need help.

Patient Advice and Liaison Services (PALS)

You can also get help from your local Patient Advice and Liaison Services (PALS):

Westminster	020 3315 6727 cwpals@chelwest.nhs.uk
Kensington and Chelsea	020 3315 6727 m-pals@chelwest.nhs.uk
Hammersmith and Fulham	020 3313 3322 imperial.PALS@nhs.net
Brent	020 8967 5653 LNWH-tr.PALS@nhs.net
Ealing	020 8967 5653 LNWH-tr.PALS@nhs.net
Barnet	020 8216 4924 bcfpals@nhs.net

Making a Formal Complaint

If you wish to make a formal complaint it is best to do so as soon as possible once the problem has been identified. Your concerns should be raised within 12 months. These time frames may not apply if there are valid reasons for not making the complaint sooner.

Please put your concerns in writing to:

ajm.healthcare@nhs.net

or:

Complaints Team
AJM Healthcare
Unit 3, Abbey Road Industrial Park
Commercial Way
Park Royal
London NW10 7XF

It is important that you provide your full name, address, date of birth and contact information when making your complaint, as this information is required to proceed with the investigation. In your complaint, please provide as much detail as possible as to what your concerns are.