

Complaints, Comments or Suggestions

Comments, Suggestions and Complaints Form

I am making a: Comment
(please circle)

Suggestion

Complaint

Date:

Name:

Address:

Telephone:

Email:

Name of the service you used:

What would you like to tell us about? Please give as much detail as possible, including dates and the names of people involved. This will help us to respond to you more quickly.

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What action would you like us to take?

**Thank you for taking the time to share your
comments, suggestions and complaints with us.**

We take complaints very seriously. If you are making a complaint, we will respond to you within 48 hours and inform you of who will be investigating the complaint. We will aim to have an outcome within 28 days, unless further investigation is required, but we would inform you if this was the case. You can also phone, email us or get someone e.g. a friend or an advocate to help you fill in the form.

Stage 1: The Registered Manager receives all formal complaints. They will arrange for the complaint to be investigated within a

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I.C.A.S.

further 5 working days and we will make sure that you are kept up to date.
An outcome of the complaint will be sent to you within 3 days of the investigation concluding.

Our Complaints Policy gives full details of how complaints are dealt with. You can request a copy of this from the ICAS Ltd office - 01254 943229.

Please either hand this form to a member of staff or send it to:

ICAS Ltd, Suite 7E, The Globe Centre, Accrington BB5 0RE or email to icasltd4@gmail.com

For office use only:

Received by:

Date received:

Ref No:

(Independent Community Ambulance Services) Ltd

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