

# IF YOU HAVE A

# COMPLAINT

## ABOUT OUR SERVICES, WE WANT TO HEAR FROM YOU!

For more information on how to complain, you can pick up a leaflet from any Health and Social Care facility or contact our complaints manager.

The Patient and Client Council can also provide free and confidential advice on making a complaint. You can find out more by visiting [www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net) or by phoning **freephone 0800 917 0222**

More details on the HSC complaints procedure are available at [www.dhsspsni.gov.uk/hsccomplaints.htm](http://www.dhsspsni.gov.uk/hsccomplaints.htm)

TALK TO US



PHONE US



EMAIL US



WRITE TO US



#### YOUR LOCAL CONTACT IS:

##### **NI Ambulance Service HSC Trust**

Admin and Complaints Manager  
Trust Headquarters, Site 30, Knockbracken Healthcare Park  
Saintfield Road, BELFAST  
BT8 8SG  
Tel: 028 9040 0999  
Textphone: 028 9040 0871  
Email: [complaints@niamb.co.uk](mailto:complaints@niamb.co.uk)  
[www.niamb.co.uk](http://www.niamb.co.uk)



Health and  
Social Care

LISTENING

• LEARNING

• IMPROVING