

Raising a concern or making a complaint about AvMA

Patients and their families are at the heart of everything we do at AvMA and we try to give everyone the best service possible. But we recognise that occasionally things may go wrong. This guide explains how to proceed if you wish to raise concerns or make a complaint.

We value your feedback. If you are unhappy with our work, please get in touch. If you wish, please speak to the staff member concerned or their manager first to see if the matter can be resolved informally. Alternatively please contact us with details of your complaint. We promise we will investigate and respond as fully as we can and take action where needed.

Please contact us using the details below. We will normally investigate and respond within 20 working days. If need be, we may ask for more information and we will let you know if there will be any delay.



complaints@avma.org.uk



Chief Executive*
Action against Medical Accidents
Freedman House,
Christopher Wren Yard
117 High Street
Croydon CR0 1QG

** If the complaint is about the Chief Executive then your complaint should be addressed to the Chair of Trustees.*



0208 688 9555

If you need help to complain

Please contact us on the number provided to describe your complaint and we will write it down. A friend, relative or advocate can also complain on your behalf. If you need an advocate, we can put you in touch with someone who can help you.

If you're not satisfied with how we handled your complaint

If you are not happy with the response, you can write to the Chair (*or another trustee who has not already been involved*) within 20 days of receiving our response to ask for your complaint to be reviewed.

The Chair (*or another trustee*) will investigate the matter and respond to you in writing within 20 working days (*or, if this is not possible, they will write within this time frame to explain why and provide an estimated date of response*). In most cases the review will be completed within two months.

Complaints procedure

You can find our full complaints procedure at www.avma.org.uk/complaints-procedure