Our Complaints Procedure

Wiltshire and Bath Air Ambulance is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by phone on 01225 300536, email info@wbairambulance.org.uk or, alternatively, you can write to the following address:

Wiltshire and Bath Air Ambulance Charity, Outmarsh, Semington, Wiltshire, BA14 6JX

We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, we may need to conduct a more in-depth investigation, we aim to provide you with a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to the Complaints Officer who will consider the matter in more detail. If there is further dispute your complaint will be passed to the Chief Executive.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction you can refer it to the Fundraising Regulator, the self-regulator for fundraising in the UK.

Wiltshire and Bath Air Ambulance Charity is a member of the Fundraising Regulator and we agree to abide by its decisions.