Your address

Example Road

Example Town

EX1 2EX

01234 56789

example@examplemail.com

Date

PRIVATE & CONFIDENTIAL

Name (if known)

The Complaints Manager

Name of organisation

Address

Postcode

Dear *Name (if known) OR* Dear Sir/Madam *(if name not known)*

Ref: NHS Complaint

I am writing to complain about the treatment I received from *name(s) of staff* at *place where incident happened* on *date of incident/period of treatment*.

***OR*** *(if you are acting on behalf of the patient)*

I am writing on behalf of *insert patient name* and I enclose their written agreement to act on their behalf. *If the patient is unable to give consent, for example, if they are too young, ill or deceased, then you should explain this.*

***Describe:***

* *What happened*
* *When it happened*
* *Where it happened*

*If you have a log or list of events, you can attach this as a separate sheet and refer to it here. Explain what, if anything, you have already done to try and resolve matters.*

***Then say:***

I would like the following points addressed in the response to this complaint:

* *Put the most important matters first*
* *Explain why you are not satisfied*
* *Number or bullet your points*
* *Ask the specific questions you would like answers to*

***Then say what you want to achieve as a result of your complaint. For example:***

* *An explanation of what happened*
* *An apology*
* *Action to remedy the problem you experienced*
* *Action to ensure the same thing doesn’t happen to someone else.*

I would like you to carry out a full investigation into my concerns and provide a response in line with the NHS Complaints Procedure. I look forward to receiving your acknowledgement of this letter.

Yours sincerely *(if name known) OR* Yours faithfully *(if addressed Dear Sir/Madam)*

*Your signature*

*Your name*