Strictly Private and Confidential

[**Your address and email address**]

The Complaints Manager/Chief Executive (**Delete as appropriate**)

[**Name of organisation – e.g. GP/NHS Trust/CCG**]

[**Address of organisation**]

[**Insert today’s date**]

Dear Sir or Madam

I wish to complain about the treatment and/or care that I received from **[organisation or name of staff member and organisation**] on **[insert date or dates**]. Please accept this letter as a formal complaint and I request you investigate in accordance with the NHS complaints procedure. I request you acknowledge receipt of this complaint within 3 working days by post **and/or** email.

Or (if acting on behalf of someone else)

I write on behalf of [**Insert name of person**] and I enclose/attach their written consent permitting me to act on their behalf.

**Or (if you are acting on behalf of someone who cannot give consent as they are a child, too ill or are deceased, explain your relationship to that person)**

## Background to the complaint

Clearly explain:

* When the event(s) happened
* Where the event(s) happened
* Who was involved if known.
* What you have already done to resolve the issue
* Details of who you have spoken to
* When you spoke to them in order to try and resolve your issues
* Any promised actions from staff.

## The complaint

Clearly explain:

* Why you/they are dissatisfied with the treatment/care received
* What went wrong
* If there are a large number of events, include a chronology or list of dates when things happened, e.g. 14/10/20: Ms Brown rang for assistance on the ward but no-one came.

## Making things clear

1. Remember to address only one point at a time
2. Set out the most important points first
3. Be clear and use short sentences
4. Use numbered paragraphs for each of your points so that the person dealing with the complaint can respond to each in turn
5. If you have any questions or require clarification of any action that the organisation has agreed to do then make sure to put them in your complaint.

## Suggested complaint outcome

This is your opportunity to explain what you want to achieve from the complaint. For example, you may want the organisation to:

* Explain what happened
* Acknowledge any errors or miscommunication
* Acknowledge how you/they felt about what went wrong
* Provide an apology
* Take steps to put right the problem
* Specify any steps planned, by whom and by when.

I/they look forward to hearing from you. Please keep me/them updated on the progress of the complaint.

Please do not hesitate to contact me if you need any further information.

Yours faithfully

**(insert your signature)**

**(print your name)**

cc (**insert names of anyone else you/they are sending this letter to**)