**PRIVATE AND CONFIDENTIAL**

Your Name

Address

Address

Post Code

Tel / Email

**The Complaints Department / Service Manager (name if known)**

Their address OR address of their organisation

Address

Address

Address

Postcode

Today’s date

Dear [INSERT NAME]

**Regarding: [Complaint, your name and date of birth (option to insert NHS number, if known**)]

I am writing to complain about the care and treatment I received during:

Date(s) and times of incident(s):

|  |  |  |
| --- | --- | --- |
|  |  |  |

What the incident(s) was:

|  |
| --- |
| If there is more than one incident you wish to raise, consider listing these in date order: |

The name(s) of relevant people involved:

|  |
| --- |
|  |

Where the incident(s) took place:

|  |
| --- |
|  |

Action(s) already taken:

|  |
| --- |
| List what you have done already to address your concerns or resolve the matter, if any. |

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

|  |
| --- |
| * **Explain why you are not satisfied**- how this made you feel-are there physical or emotional consequences to this incident, provide details of the impact this incident had on you- try not to include aggressive, offensive or accusatory language.
* **Be clear and brief**- make sure that your concern(s) can be easily identified by the complaints investigator.
* **Include ALL the questions you want answering**
* **Numbering or listing your points**
 |

As a result of this complaint, I would like the following:

|  |
| --- |
| Explain how you would like this **resolved**, for example:* An acknowledgment and explanation of what happened
* An apology
* An action from the person/ team involved in your care and treatment to change or resolve your concern(s)
* A face-to-face meeting with the relevant professionals/ staff involved, complaints investigator, advocate etc...
* Something not listed above.
 |

I would like to request that you look into the concerns I have raised throughout this complaint letter, to be fully investigated in line with your Complaints Procedure and that I receive an acknowledgement and response in writing to my home address (or email, telephone call, appointment letter).

Please do not hesitate to contact me if you require any more information. I look forward to your response.

Yours sincerely,

Your signature

Your name- printed