

Writing a complaint letter

FACTSHEET #4

It can seem daunting writing a formal complaint letter yourself but please remember that we are here to help at any stage.

We have also compiled a few handy tips and a sample template below:

- Try to keep your complaint to no more than two pages
- Stick to the facts and be careful not to lose your main points in a long letter
- If the complaint is long or complex attach a diary of events with details
- Provide a summary of questions that you would like answering
- Explain clearly what you would like to achieve as a result of your complaint.
For example:
 - an apology,
 - an explanation
 - a service improvement
- Keep all the original documents in your possession. Send photocopies of documents, not originals.

If you prefer to telephone or go in person to make a complaint, ask for the Complaints Manager who may be within the Patient Experience Team. That person will make a written record of your complaint and you can request that a copy be provided to you.

Who to send it to?

- If your complaint is about an NHS hospital or NHS ambulance service, you should contact the appropriate Complaints Manager or the Chief Executive of the NHS Service. We can advise you.
- If your complaint is about an NHS primary care services (GP, dentist, optician, pharmacist, health centre or other NHS service), you can complain directly to them by contacting the person in charge of complaints or if you do not feel comfortable doing this, you can complain directly to NHS England.

We are happy to help you to decide where you should send your complaint

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Complaint Letter Template

INSERT YOUR ADDRESS

Private and Confidential

CHIEF EXECUTIVE OR COMPLAINTS MANAGER

INSERT THE ORGANISATION AND ADDRESS HERE

Today's date

Dear.....

I am writing to make a formal complaint about the care and treatment I/my relative received at/from.

DESCRIBE WHAT HAPPENED, WHEN AND WHERE

As a result, I would like to know (examples below)

1. What is the Trust's policy on
2. Why did the nurse tell me.....
3. Why did it take so long to.....

In order to resolve my complaint I would like (examples below):

1. A full and honest responses and explanations to each of the points above
2. An apology for what has happened to me
3. The Trust to explain what it will do to ensure that this does not happen to any other patients in the future

I would like you to carry out a full investigation into my concerns and provide a response in accordance with the NHS complaints procedure.

If you require any further information to assist your investigation, or need to update me on the progress of my complaint, please contact me. (Add telephone number, mobile or e mail if you wish).

Thank you for your attention to this complaint and I look forward to hearing from you.

Yours sincerely

NAME

(If you are sending any supporting documents please list what you have enclosed here).

CC: (if you are sending copies of your letter to other people, please give their names and job role here).

Please always retain a copy of any letter or attachment you send to the NHS for your records.



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