

Your full address
and telephone
number

PRIVATE AND CONFIDENTIAL

Complaint Manager (name if known)
The full address of their organisation
(GP / Dental Surgery / Hospital Trust / Pharmacy/ Optician /Ambulance Service /
Clinical Commissioning Group)

Date

Dear Name of Complaint Manager if known, or 'Sir / Madam' if not

I am writing to complain about the treatment I received from [name(s) of
staff/ward/department] at the [place where the incident happened/treatment was
received] on [date of incident/period of treatment being complained about]

OR

I am writing on behalf of [name of patient], and I enclose their permission to act on
their behalf.

If the patient is unable to give consent for example, if they are too young, ill, don't
have capacity to consent or are deceased, then you should explain this.

Describe:

- Who was involved
- What happened
- When this happened
- Where this happened

If you have a log sheet or list of events, you can attach this as a separate sheet and
refer to this here.

Explain that you would like the points that follow, to be investigated, addressed and
responded to in accordance with the NHS Complaints Procedure.

- Explain why you are not satisfied
- Put the most important matters first
- Be clear and concise
- Number or bullet your points
- Ask the questions you would like the answers to

Say what you would like to achieve as a result of making raising your concerns. For example:

- An explanation about what happened
- An apology
- Action to remedy the problem you experienced
- A service improvement so that this does not happen to anybody else

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

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

Your sincerely (if you have named the Complaints Manager)

OR

Yours faithfully (if you have not named the Complaints Manager)

Your signature

Your name

If you are sending copies of your letter to other parties, show this here:
CC. Name of other organisation