

Template 4: Initial complaints letter

You can base your letter of concern/complaint on this suggestion to help set out what you need to say.

(INSERT) Your address

PRIVATE AND CONFIDENTIAL

(INSERT) Date

(INSERT) Name of complaint officer (or practice manager if known)
Their address

Dear.....

REF: (patient's name, date of birth, address)

I am writing to raise a concern/complain (delete as appropriate) about the treatment of (name, DOB, address) by (name(s) of staff (if known) at (place where incident happened]) on (date of incident).

Then give a brief description of what happened (if you need to provide a detailed diary of events this is better done on a separate sheet.)

INSERT details of why you are not satisfied. Try to be clear and brief. If you wish to raise concerns or complaints about a number of matters, list the most important ones first.

INSERT specific questions (list in order of importance).

- question 1
- question 2
- question 3
- question 4

INSERT details of what you would like to happen as a result of your letter /complaint, eg an apology, an explanation, an assurance that changes will be made to practice/staff will receive training.

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

I look forward to hearing from you in due course.

Yours sincerely

Sign here

Print your name here