

## Sample letter of complaint

Your name  
Your address  
Day time telephone number

Date

Complaints Manager / Practice Manager/ Chief Executive  
Name of Organisation  
Address

Dear Sir/Madam

Re; Name, Date of Birth, NHS Number

I am writing to complain about the treatment at: **where treatment took place and date of incident**

Give details of what happened and relevant dates if complaint relates to more than one incident. Include all names and position of individuals involved. If you have very detailed information such as diaries it is best to summarise your complaint and include these as enclosures. If you were unable to recall events because you were undergoing surgery include any information provided by third parties and how they were made aware of this

Provide an explanation of why you are dissatisfied - For instance, if your complaint relates to an operation, you may wish to include whether you were warned of any complications, what explanations have been given and why you are not happy with this.

Include all information that you feel will be relevant to your complaint.

Compile a list of questions you would like answered

Make it clear what you want to achieve as an outcome of your complaint - this could include an apology or a review of current procedures. You may wish to request further treatment which you feel would put the matter right

You may wish to conclude the letter in the following style:

**I would appreciate it if you would carry out a full investigation into my concerns and provide a full response in accordance with the NHS Complaints procedure and within the stated timescales**

Yours Sincerely

