**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