**Introduction**

It’s important if you’re not happy with any aspect of your care and treatment that you raise your concerns or make a complaint. This will enable services to learn from your experiences.

**Where Do I Start?**

Before starting the complaints process it is important to be clear about what aspect of the service you have received you are unhappy with. This may include:

* Care and treatment
* Attitude of staff
* Waiting times
* Poor communication

For example:

* You may not have been given the correct information to make an informed decision
* Staff may not have treated you with respect
* Delays in receiving treatment

**Helpful Tips**

When writing a complaint letter:

* Ask for a copy of the service’s or organisation’s complaint procedure
* Try to keep your complaint letter to no more than two pages
* Detail your main points clearly
* If your complaint is complex and you have other information you can attach a diary of events
* Say what has upset you, but avoid using aggressive or accusing language
* Be clear and straightforward
* Put your concerns politely but firmly
* Keep copies of all letters sent and received in date order
* Make a log of any calls you make including a brief summary of the conversation, name of the person you spoke to including their role and department and the date
* Send photocopies of original documents
* Send your letter signed for or by recorded delivery
* Check that your letter has been received

**Example Complaint Letter**

Private and Confidential

Insert your address and telephone number

Name of person complaint is being sent to

Name and address of their organisation

Date

Dear……

**I am writing to complain about the treatment I have received from**

(Include names of staff, place where you received treatment and date it occurred on or period of time it occurred over)

**Or** if you are writing on behalf of someone else insert their name and enclose a written form of authority giving you permission to act on their behalf. If for any reason they cannot provide consent explain why this is for example, they are too young or ill.

**Describe** clearly what happened, when and where. If you have a diary of events attach this separately and refer to it here.

**Explain** what you have already done to try and resolve your concerns.

**Detail** the areas you would like to be addressed by the service or organisation. Explain why you are unhappy, put your main points first, use bullet points, be clear and concise and ask any questions that you would like answered.

Say how you would like your complaint resolved. For example, an apology, explanation or remedial action by a named person, by a set date.

**I look forward to receiving your acknowledgement of this letter. I would like you to carry out a full investigation into my complaint and provide a response in accordance with the NHS Complaints Procedure within** (state the specified timescale given in the complaints procedure you are referring to) **days.**

If you require further information please do not hesitate to contact me.

**Yours sincerely** (if you know the name of the person you are complaining to)

Yours faithfully (if you do not know the name of the person)

**Signature**

**Print Name**

If you are sending other documents make a note of it here or if you are sending the letter to other parties.

cc. names of other people and enc. Additional documentation

**Diary of Events:**

Keep a diary of events of any people you speak to or contact about your complaint.

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| --- | --- | --- | --- | --- |
| Date | Name of Person | Contact Method e.g. letter / email | What they will do | What you will do |
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**Log of Documentation**

Keep in date order a log of any reports, letters or emails you have.

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| --- | --- | --- | --- |
| Date | Contact Person / Service | Name/Type of Report | Summary of Contents |
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