

NHS Complaint Letter Template

PRIVATE AND CONFIDENTIAL

Insert your address

The person in charge/ Chief Executive Officer (name if known)
Followed by the name and address of their organisation
(GP surgery, Dental Surgery, Hospital Trust, etc.)

Insert date

Dear Their name

RE: NHS Complaint - Complainant name, Date of Birth

I am writing to complain about the treatment I received at **[place where treatment was received]** on **[date of incident/period of treatment]**. If you are writing on behalf of the patient, add this in here, and explain the relationship between you and why they cannot complain.

Describe

- What happened
- When
- Where

If you have kept a diary, a log sheet or list of events, you can use this to make the body of your letter or you can attach this as a separate sheet and refer to this here. Explain what, if anything, you have already done to try to resolve matters.

I would like the following points addressed in the response to this complaint.

- Put the most important matters first
- Explain why you are not satisfied
- Be clear and brief
- Number or bullet your points
- Ask the questions you would like the answers to and list them in order of importance.

As a result of this complaint I would now like (say what you want to happen, eg):

- an explanation of what happened and why it happened (from their point of view)
- a change in a process or policy
- an action to remedy the problem you experienced
- an apology

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.

Yours sincerely (if you have named the Complaints Lead)

Or,

Yours faithfully (if you began the letter 'Dear Sir')

Your signature

Print your name

c.c. If you are sending copies of your letter to other parties, print their names here [Don't forget to include Healthwatch Liverpool if we're helping you with your complaint]