**Writing a Letter of Complaint to the NHS**

Writing a complaints letter is usually the first step to raising a formal complaint to the NHS. This guide includes useful tips and a template complaint letter to help you to put your views across in a clear and concise way and ensure that the NHS can deal with your request without delays.

One of our advocates can also help you to write your letter of complaint. You can contact us at:

**Advocacy Together Hub Rochdale**

Castlemere Community Centre

Tweedale St,

Rochdale OL11 1HH

Email: rochdaleadvocacy@together-uk.org

Tel/Fax: 01706 645 830

**Tips for writing a letter of complaint:**

* Put the most important matters first
* Number or bullet your points
* Raise everything you are unhappy about – introducing new issues later on can cause delays and may be treated as a separate complaint
* Use short sentences and avoid repeating yourself
* Be factual and express your concerns politely, but firmly
* Avoid language or comments which could be viewed as aggressive or offensive
* Read the letter again before you send it
* If you are enclosing documents, send photocopies rather than the originals
* Send the letter by recorded delivery or, if sending by email make sure you request a delivery receipt and a read receipt
* Keep a copy of the letter for you to refer to later

**Complaints Letter Template:**

**PRIVATE AND CONFIDENTIAL**

**Your name**

**Your address**

**Telephone number**

**Email address**

**The person in charge / Chief Executive Officer (name if known)**

Name of the organisation

Address of the organisation

Date

Dear **[Sir/Madam/Name if known]**

**Re: NHS Complaint – [Patient’s name, date of birth, address]**

I am writing to complain about the treatment I received at **[place where treatment was received]** on **[date of incident/period of treatment]**.

*OR, if you are acting on behalf of the patient:*

I am writing on behalf of **[name of patient],** and I enclose their written agreement to act on their behalf. **[Explain your relationship with them and why they cannot complain themselves].**

* Provide a clear and concise description of your complaint:
* What happened
* When
* Where
* Who was involved (names and positions)

Enclose further background information in separate sheets, if required. For example if the complaint is very detailed you may wish to enclose a diary of events.

* Explain what, if anything, you have already done to try and resolve matters.
* Explain why you are not satisfied
* State the specific issues you would like the organisation to investigate and any questions you would like answered.
* Say what you would like to happen as a result of your complaint. For example:
* An explanation of what happened
* A change in a process or policy
* An action to remedy the problem you experienced
* An apology

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

* State if you would like to request a meeting to discuss your complaint.
* If your complaint involves more than one organisation, state if you give your consent for your complaint to be shared with the other organisations involved.
* State if you have a preferred method of communication or any communication needs (e.g. large print).

I look forward to receiving your acknowledgement of this letter.

Please do not hesitate to contact me if you need further information.

Yours sincerely

**[Your signature]**

**[Print your name]**

If you are sending copies of your letter to other parties, show this here:

cc. **[Name of other party]**