

Template complaint letter

You can base your letter of complaint on this letter to help you set out what you need to say.

Your address

Name of complaint officer or practice manager if known
NHS Trust / GP Address

Date

Dear whom it may concern

RE: (patient's name, date of birth, address, NHS number)

I am writing to raise a complaint (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).

Give a brief description of what happened

Then explain why you are not satisfied (this would be why you are complaining). Try to be clear and brief.

Then talk about what you would like to happen as a result of your complaint (the outcome).

I would like you to carry out an investigation into my concerns and provide a response in accordance with the NHS Complaints Procedure and provide me with an acknowledgment of this letter.

Yours sincerely

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Print your name here