

# Complaints letter help guide

## PRIVATE and CONFIDENTIAL

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 ☐ or Primary Care Trust ☐**

Date

Dear....

**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, 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 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 have started the letter 'Dear Sir')*

Your signature

**Print your name**

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

cc. Other party

# Sample letter

1 The Avenue,  
Anytown,  
AT1 2AB  
Tel: 01234 5678910

Jane Smith  
The Complaints Manager  
The Old Surgery  
2 The Street  
Anytown  
AT1 2CD

.... Date ....2012

Dear Jane Smith

## **RE: NHS Complaint – Mrs A Brown, DOB 19 May 1963**

I am writing to complain about the way I have been treated by Dr Jones at the Old Surgery. I was seen by Dr Jones three times, on 26th April, 31st May and 13th December. He did not examine me or do any tests. I feel that he did not take my symptoms seriously and said my problem was due to stress and that I should take things easy. I was feeling so unwell and found his attitude upsetting as he did not seem to take me seriously. I was worried so I made an appointment to see another doctor in the practice. I do not know his name but it will be in my notes. This doctor examined me on 8th January and arranged for tests. These showed that I was diabetic. I was prescribed medication and a special diet and I am now feeling much better. During the period from April 2008 to January 2009, however, I suffered with several infections, sleepless nights and I was very distressed. I have tried to raise my concerns with Dr Jones but he would not listen.

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

1. Is my medical condition poorer as a result of my diabetes not being detected and diagnosed by Dr Jones on previous appointments?
2. Why did Dr Jones not order any tests? Along with answers to my questions, I would now like:
  - Dr Jones' attitude to patients to be reviewed
  - Dr Jones to explain why he did not listen to me or examine me
  - An apology from him for the unnecessary stress and poor health I suffered because of his inadequate care
  - To know what arrangements the practice has for reviewing the listening skills of the doctors.

I have had very good care from the practice in the past, in particular from Dr Allen until he retired. I was then moved to Dr Jones. I would like to regain confidence in the care provided by the practice. I would like you to carry out a full investigation into my concerns in accordance with the NHS Complaints Regulations.

Yours sincerely

**Mrs A Brown**