

Help with your NHS Complaint - Sheet 6

Example framework for a first letter of complaint

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

Tel: 0161 622 5700

e-mail: NHSComplaints@healthwatcholdham.co.uk

Web: www.healthwatcholdham.co.uk/nhs-complaints

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Say what you want to happen, for example:

- *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 have started 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 Oldham if we're helping you with your complaint]

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Complaint letter sample

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

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

31 March 2014

Dear Jane Smith

RE: NHS Complaint – Mrs A Smith, 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 2013 to January 2014, 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.

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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

Amanda Smith

Mrs A Smith

c.c. Complaints Team, Healthwatch Oldham

This sheet last updated: 01/04/2016

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