

# 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

*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]*



# 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.

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

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