

**5. Complaint Template**

**About this document:** This is a template to help you write a complaint. It could be for a service you have used that did not help you.

It is set up like a letter. You can send a completed one to a service you want or need to complain about.

**The start of the letter**

At the start, there is space for your address. There is also space for the
address of the person or organisation you are complaining about.

After that, there is space for you to start the letter. It begins with “Dear...”. In this bit, you should write their name e.g. Mr. Smith.

The line below should say what your complaint is about. At the start of the
letter, you should say what you are complaining about in more detail.

Please find an example below of what the start of the letter could look like.

01/02/2021

Dr N Smith, GP

Streetville Medical Practice
26-28 Street Avenue
Streetville
West Yorkshire

LS45 0MB

01/02/2021

Mr Peter Petersen

12 Street Road
Streetville
West Yorkshire

LS45 1HW

Dear Mr. Smith

Ref: Complaint regarding being given the wrong medication

I am writing to you in order to make a complaint about being prescribed the wrong medication for my asthma.

**What you want to say next**

After the first bit of the complaints letter, you should go into detail about your complaint. Here are a few tips to help with that, with some examples:

· Use facts to back up your complaint. Try to sound calm and avoid using words about your feelings. If it helps, use bullet points for each fact.

· Example: “I felt that I was made to wait too long for an appointment. I was promised I would be seen in 10 minutes. I waited 45 minutes.”

· Say what exactly went wrong. Say what has or has not happened. Say what has happened because of the problem. Bullet points can help.

· Example: “The medication I got didn’t work for my arthritis. I was told by my GP that it would work.”

· Add times/dates for when specific things happened. Names of key workers and others involved can help. Say who told you and what they said.

· Example: “At 1pm on Monday 1st March, I was told to leave my home.”

· Write down any information you were given before the problem happened. Say what you were told to expect, if it’s useful.

· Example: “Housing said I would be on the waiting list for a month.”

· Say what you have already done to try and fix the problem.

· Example: “I tried to space out my doses, but it did not work.”

· Add any copies of important letters, documents or evidence you have.

· Example: A photocopy of the letter with your first meeting date

· Say what you want to happen and when to fix the problem.

· Example: “I would like a new appointment by Friday 26th February”

**The end of the letter**

At the end of your complaint letter, think about writing in a friendly way. In it, say that you hope to hear back from them soon.

It should not have too many words it. Before writing your name at the end, it might be worth saying something like “Yours sincerely”. This makes it more likely that you will get a reply to your complaint.

You should end any complaint letter with your name. This makes it look more professional. It also makes it more likely that you will get a reply.

Here is an example of what you could write at the end of your complaint:

· I would be grateful if you would respond to me in writing at the above given address to confirm receipt of this complaint at your earliest convenience.

I look forward to hearing from you in the very near future.

Yours sincerely,

*Your name goes here*

**Template letter examples**

Citizens Advice have some examples on their website of template letters used for things like complaints.

Their template letters can be used for many different types of complaint you may need to make.

Templates are there for complaints about services and things like money, energy and faulty goods.

You can download them for free at these links:

· [**https://www.citizensadvice.org.uk/consumer/template-letters/letters/**](https://www.citizensadvice.org.uk/consumer/template-letters/letters/)

· [**https://www.citizensadvice.org.uk/resources-and-tools/list\_of\_sample\_letters/**](https://www.citizensadvice.org.uk/resources-and-tools/list_of_sample_letters/)

**Complaint template: How it looks**

Date and Year

Mr/Mrs/Ms/Dr. Specific Person

Job title

Address

Postcode

Date

Date and Year

My name

Address line 1

Address line 2

Postcode

Dear……………………………………………………………………………………

Ref: Complaint regarding ……………………………………………………

I am writing to you in order to make a complaint about;

· Use facts to back up your complaint. Try to sound calm and avoid using words about your feelings. If it helps, use bullet points for each fact.

· Say what exactly went wrong. Say what has or has not happened. Say what has happened because of the problem. Bullet points can help.

· Add times/dates for when specific things happened. Names of key workers and others involved can help. Say who told you and what they said.

· Write down any information you were given before the problem happened. Say what you were told to expect, if it’s useful.

· Say what you have already done to try and fix the problem.

· Add any copies of important letters, documents or evidence you have.

· Say what you want to happen and when to fix the problem.

I would be grateful if you would respond to me in writing at the above given address to confirm receipt of this complaint at your earliest convenience.

I look forward to hearing from you in the very near future.

Yours sincerely,

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Our self-advocacy resources are inspired by those made by [**South West Advocacy Network (SWAN)**](https://swanadvocacy.org.uk/)