**Complaint template**

Making a complaint or raising a concern can be intimidating. Our patient advisors suggested that we make this template as a way to help you express your experience and needs. You do not have to use this template, it is totally up to you. You may contact us by phone, email or letter and structure your complaint however you feel comfortable.

**Tips for writing a letter of complaint:**

* Put the most important matters first
* Number or bullet your points
* Raise everything you are unhappy about – introducing new issues later on can cause delays and may be treated as a separate complaint
* If using paper, keep a copy of your letter to refer to later

**Complaints Letter Template:**

**PRIVATE AND CONFIDENTIAL**

**[Your name]**

**[NHS number – if you know it]**

**[Your preferred contact info]**

**[Today’s date]**

**Complaints and Compliments**
Email address:sct-ctr.pcmht-admin@nhs.net

Phone number: 0114 226 4526

Postal address: Primary Care Sheffield, 28 Kenwood Park Road, Sheffield, S7 1NF

Subject: Complaint or concern (Recommended)

Dear **[Sir/Madam/Name if known]**

**Re: NHS Complaint – [Your name & date of birth]**

*For carers/supporters: I am writing on behalf of* ***[service user].*** *(NB: we may need to contact the person concerned, to confirm they consent to you acting on their behalf).*

I am writing to **[complain/express a concern]** about my experience **[at location/via telephone/online]** on **[date of incident/period of treatment]**.

**What went wrong?**

Describe what happened in priority or chronological order. Please tell us the names of staff involved, any dates, and locations.

**Have you tried to get help from staff already? What happened?**

**What would you like us to investigate? What questions do you think we should be asking?**

**What would you like to happen as a result of your complaint?**

For example:

* An explanation of what happened
* A change in a process or policy
* An action to remedy the problem you experienced
* An apology (please say who from)

I would like you to carry out a full investigation into my concerns and provide a response in accordance with our policies and procedures.

Yours sincerely,

**[Your signature]**

**[Print your name]**