

## **Example letter of complaint**

Name

Address

Telephone number

Date

Dear

Re:

\*I am writing to complain about..... at name of hospital/service/department.

\*Details of what happened, when it happened and where it happened. It helps to include the names or titles of members of staff.

\*Details of what you want to complain about, with specific questions you would like to be answered.

\*Details of what you would like the outcome of the complaint to be. For example, an apology or suggest what we could do to improve our service.

\*If you need any further information, please contact me.

Yours sincerely