[Your name]

[address]

[email address]

[telephone number]

Chief Executive/ Practice Manager *(depending on whether and NHS Trust or GP/Dental Practice)*

[Name of NHS Trust or GP/Dental Practice]

[Address]

[Date]

Dear Chief Executive / Practice Manager (including name if you have it),

**Re: Official complaint**

**Name of patient:**

**DOB:**

**NHS Number:**

The purpose of this letter is to make a complaint in relation to the treatment that I received at [name of hospital/GP or dental practice] on [date(s)].

The background to my attendance at the [hospital/GP or dental practice] was as follows [provide details of the reason for you seeking medical attention].

The following is a chronological account of what then happened [provide factual detail, as concisely as possible, about what happened and the order of events, using dates where possible].

The concerns that I have arising from my experience and treatment at the hospital, and the reasons for my complaint, are as follows [use the bullet points to list your concern(s). Be sure to use clear, concise wording and make it clear if you are complaining about misdiagnosis, delays, poor standard of care or simply a poor/unexpected level of service]

As a consequence of the problems that I have experienced at your [hospital/practice] I have suffered in the following ways:

I am seeking an [apology/explanation/any other remedy]. When you respond to my complaint, I would like answers to the following questions:

Please confirm that my concerns will be investigated, that a formal response to this letter will be prepared and within what reasonable timescales.

Please let me know should you require any clarification in relation to the content of my complaint.

Yours sincerely  
  
[Name]

Enclosed: [provide a list of any documents you are choosing to enclose to support your factual account leading to your complaint]:

1. Enclosure 1
2. Enclosure 2
3. Enclosure 3