**PRIVATE AND CONFIDENTIAL**

**Insert your address**

**and telephone number**

**and email address**

The Chief Executive

[Insert name and address of Clinical Commissioning Group]

[Insert date]

Dear Sirs

**Formal Complaint under Integrated Care Board’s (ICB) Complaints Procedure**

**[Insert name of person, date of birth and address]**

I am writing to lodge a formal complaint regarding the ICB’s discharge of its statutory functions towards [insert name of person].

I am the [carer] [parent] [family member] of [insert name of person] and am writing this letter on their behalf as [they have confirmed they are happy for me to write this letter on their behalf and they have signed at the end of this letter] or [the person lacks capacity under the Mental Capacity Act 2005 to make decisions regarding their health and welfare] or [they are a child].

Please ensure that a copy of this letter is passed immediately to the complaints department and that you acknowledge receipt of this letter by providing a copy of the ICB’s complaints procedure along with how you intend to progress this complaint within 24 hours.

[Insert name of person] is [age] and [insert any diagnosis or summary of disabilities]. He / she is currently under the care of [insert name of responsible clinician] at [insert name of hospital or other care facility at which clinician is based].

Details of the Complaint

Set out here in brief and clear terms:

1. what the complaint is about, such as:
   * the ICB has refused to fund medical care or treatment
   * your care / support has been reduced and you do not agree with the decision
   * there has been a change in your circumstances and your care is no longer sufficient
   * you are not being provided with the correct care which the ICB has agreed is needed.
2. What are the key dates?
3. What it is you want the ICB to do? For example do you want an apology, a change in the care / increase in care / provision, an alteration to practice, compensation, or change in health care personnel? It is important to be as specific as possible as to exactly what you want the ICB to do.
4. If you have any evidence from other people to support what you are asking the ICB to do then attach to your letter. This could include your GP, other medical professionals, social workers, current carers, school, and therapists.

**Please confirm that you will take the steps which I have identified above within 7 days i.e. by [insert date], failing which I shall be taking legal advice.**

I have written this letter using a guide that has been published by Headway. That guide was based upon legal advice.

I look forward to hearing from you.

Yours sincerely

[insert name and sign]