

Writing a letter of complaint

Now you know how to complain you need to be clear about what you want to complain about.



You need to let them know:

Your name and address

What happened

When it happened

Where it happened



If you want to complain about a person



What you want to do to make the problem better

There is a letter you can use at the end of this leaflet you could change to make your complaint.



Top Tips for what to put in your complaint:

✓ Be brief



✓ Keep to your main point of complaining and do not repeat yourself



✓ If it is a long complaint you could add a seperate sheet or diary of what happened.



✓ don't be afraid to say what you want



✓ try not to be too angry in the letter with the words you use



✓ explain what you would like to happen from the complaint – like an apology, explanation or how things can improve.



✓ Keep copies of your letters

✓ Always send copies of important documents not the originals



✓ If emailing ask for a receipt that it has been sent or you can send a letter by recorded post.



You have up to 12 months of something happening or within 12 months of you realising you had something to complain about.



You can still complain outside of this time.

BUT it is good to make your complaint as soon as possible.

This can help get your problem sorted out quickly

What happens next



The NHS Complaints Procedure says you should get a letter or someone should talk to you within three days of your complaint. Other companies may be different.



They will agree how long it will take with you.



They might invite you to a Local Resolution Meeting/s (LRM).

These usually happen when you are not happy with the written response.



An LRM is a meeting where they can talk to you about the complaint.

You can ask questions, you might be asked questions.



Take information about your complaint – someone can help you with this.

They might investigate the complaint so it is important to be clear about what happened.

You can take someone with you to these meetings.



You can take a friend, family or an Advocate.

They need to let you know
what is happening.



Thank you to the LD peer support groups
Choices Voices, Chatterbox and Chatty Pals
supported by our partner Erya.