

## Writing a complaint about personal information

Tips before you start writing a complaint:

- It can feel upsetting when you're writing down what's happened, so it's important to be kind to yourself and take a break if you need to.
- Be as specific as you can. Include important dates and names of people in the service you have spoken to about your problems.
- If you're finding it difficult, get a trusted friend or adult to write it with you or read it through.
- Include any copies of letters or emails related to your complaint.

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### Complaint template email or letter

Fill in the blank spaces below with as much detail as possible. We've given more information about how to write your email or letter in the square brackets.

**To:** \_\_\_\_\_ [this will be their personal email address, or the service's]

**Subject line:** Complaint about \_\_\_\_\_

**Date:** [if you're writing a letter on paper, remember to include today's date]

Dear [put their name if you know it, or the name of the service],

**This is a formal complaint. I would like it to be investigated and resolved.**

The problem I want to complain about is \_\_\_\_\_ [try to give details about what has been done with your information and the effect on you].

What I would like to happen next is \_\_\_\_\_ [for example, having your information stored more securely in the future, or getting an apology for how you've been treated].

I would like you to contact me by \_\_\_\_\_ [tell them the contact method that's best for you, like phone, email or post].

My contact details are: [put your contact details here].

Please can you confirm that you have received and read this complaint?

Thank you,

[write your name here]