# Writing a complaint about health or social care

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 an advocate or trusted friend or adult to write it with you, or read it through.
* Include any copies of letters or emails related to your complaint.

## 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 [square brackets].

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

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

**Date:** dd/mm/yyyy [you need to include this if you're writing a letter to send by post]

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 happened and the effect on you].

What I would like to happen next is\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [for example, having a decision about your foster care looked at again by a different social worker, or getting an apology for how you were treated when you were sectioned in hospital].

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 details here, including your postal address].

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

Thank you,

[write your name here]