Sample Complaint Letter

DATE

YOUR FULL NAME & TITLE
ADDRESS
POST CODE
TEL NUMBER HOME/WORK
E-MAIL ADDRESS

NHS NO. }
HOSPITAL NUMBER: D. } *if known*
PATIENT'S DATE OF BIRTH }

Head of Patient Relations
South Tees Hospitals NHS Foundation Trust
The James Cook University Hospital
Marton Road
MIDDLESBROUGH
TS4 3BW

Dear Sir/Madam

Re: PATIENT'S NAME, DATE OF BIRTH, ADDRESS *(if not yourself)*

I am writing to you to complain about the treatment received at

(insert) HOSPITAL & WARD/ DEPARTMENT WHERE INCIDENT HAPPENED

- *Please see enclosed leaflet for the hospitals covered by South Tees Hospitals NHS Trust.*
- *If you are complaining about a particular member of staff, also include their name and position if known.*

(insert) DETAILS OF WHAT HAPPENED, WHEN IT HAPPENED

- *Include names and positions of people involved, if relevant.*
- *If the events are very detailed, list the main points in date order in this letter.*
- *Enclose further background information on separate sheets, if required.*
- *Do not leave out relevant information or any part of your complaint).*

(insert) DETAILS OF WHY YOU ARE NOT SATISFIED.

- *If you wish to complain about a number of matters, list the most important ones first.*
- *Try to be clear and concise in the points you make.*