Date

Name

(The organization that provided the service)

Address

Dear / To Whom It May Concern / Complaints Officer

BACKGROUND

Start by writing your main concern in one sentence.

Include any background or what lead to the issues.

What happened, where and when? Include dates if possible.

Why is this an issue for you or others?

Who was part of what happened?

MAIN ISSUES

What were the key issues for you?

Bullet points make it easier to read and keep you focused.

* An example: When the nurse said that I was not listening I felt disrespected. I didn't feel able to ask any more questions. When I left, I was unsure what medications I should be taking.

RESOLUTION OUTCOME

This is where you explain what would sort out your concerns. What would you like to happen?

Examples of what may be possible:

* An acknowledgement of the distress caused.
* An apology for your experience.
* Information about what care or service is available to you.
* An explanation on what happened.
* Information about whether your feedback can be used to improve their service.

OPTIONS FOR YOUR RESPONSE

You can ask for a written response or for a meeting. This could be with the person who provided the care (for small care providers). Or someone from the organization who manages the complaints. Note that the other party may decide to send a written response instead of agreeing to a meeting.

* I would like to receive a written response.
* I would like to meet with you to address my concerns.

Yours sincerely

Your name

Your address

Phone or mobile number to assist with clarifying the process or arranging a meeting.

Email address (if you would like to receive response information via email).

To make it easy to identify you in the provider system include your NHI (National Health Index). If you don’t have your NHI then include your postal address and date of birth. If you are writing on behalf of another person (such as your child) include their personal details.

Remember if you would like some support, you are welcome to call our service 0800 555 050.