

Sample Letter of a Complaint

DATE

Your NAME

Your ADDRESS

Your PHONE NUMBER

Dr/ Service provider NAME

Dr/ Service Provider ADDRESS

Dear Mr/Mrs/Ms/Dr (NAME)

Re: Complaint about a health service provider

Step 1 Make your complaint clear and to the point. Give a brief introduction, no more than a couple of sentences, which indicates exactly what your complaint is about. Include the names and roles of the key people involved.

Step 2 Briefly outline why you are making the complaint.

Step 3 Outline the events in the order they happened. Include dates, descriptions of the incidents, information about relevant phone calls, meetings letters etc. Include relevant supporting material such as copies of documents, names and contact details of witnesses, and relevant medical reports. Send copies and keep the originals, which will probably be needed as the complaint proceeds.

Step 4 Explain how this affected you emotionally, physically or financially.

Step 5 Explain why you believe your treatment was unacceptable.

Step 6 Explain what steps you have taken to resolve the matter.

Step 7 Tell them what you want. Indicate what action you think should be taken to resolve the complaint. Make sure what you are seeking from service provider is reasonable and within the power of the person you are addressing. If you are not sure what is reasonable, contact a complaint agency and ask their advice.

Step 8 Ask that your complaint be acknowledged in writing and how long it will take to deal with the matter.

Step 9 If there is a higher authority who can deal with the complaint, or there are other options for resolving the problem, state what you intend doing if the complaint is not resolved satisfactorily.

A Few Tips About Letter Writing

If you still have trouble writing your letter of complaint, you could start by simply writing out from your memory everything that has happened relating to your complaint. Once you have done this put it in the order that it actually happened.

This may make it easier to see what the "key issues" are and then you can write your letter.

If you are still having trouble writing your letter, take the written notes you have made about what happened to Health Consumers' Council or the Health and Disability Services Complaints Office.