**COMPLAINT LETTER**

Dear Sir/Madam,

I am writing to express my dismay at the service at your Eden Hill branch on Saturday 14 January.

I often collect prescriptions from the pharmacy on behalf of my grandmother, Mrs Elaine Bingham. On this occasion there were two prescriptions: one for 10 x 50 mg Kandosol and one for 50 x 100 mg Leo prone. I was served quickly even though there appeared to be only one pharmacist on duty. However, as I was leaving, I saw that I had been given 500 mg tablets of Kandosol. This is ten times stronger than the prescription called for.

If I hadn't noticed the difference between the prescription and the actual tablets, my grandmother could have taken a dangerous overdose of Kandosol. I would be worried about getting any future prescriptions at Eden Hill.

The pharmacist apologised and corrected the mistake, but I wanted to bring it to your attention. I think it happened because there were not enough staff on duty. I understand that mistakes happen but there needs to be always a minimum of two pharmacists so all prescriptions can be checked.

I hope you can take steps to make sure this mistake does not happen again.

Yours faithfully,

Roger Bingham