

Carers' Self Advocacy Toolkit

Complaints letter template



Letter of complaint template

Date and Year

Mr/Ms Specific Person

Job Title

Address

Address

Address

Postcode

Dear Specific Person

Letter of Complaint re (name the service).

I am writing to you to complain about...

- Be as objective as you can, keep to the facts and try to keep your emotions/judgements out of your explanation
- Give specific details about what the problem is/ what's gone wrong or what has happened or not happened/ reasons for the issue/the impacts
- Give dates and times where the problem/incident happened
- What you were told by whom
- Say what information you were given in writing about the service prior to the problem - what you were led to expect
- Send copies of any relevant evidence, documents, photos, emails
- Make any suggestions you would like to about how the problem could be resolved/what you would like to happen now, i.e. are you looking for answers? A refund? A better service? An apology?
- Ask how the decisions were made that led to the problem/incident
- Include any information about what you have already done to resolve the issue

Please write to me so that I know you are looking into my complaint. I would also be grateful if you could let me know when I will receive a full reply into my complaint.

I look forward to hearing from you soon.

Yours sincerely,

Name