

Complaints letter template

carersuk.org



Letter of complaint template

[Date and year]

Complaints Team (or appropriate name)

[Address if known]

Dear [Specific Person],

Letter of complaint re [name the service]

Tips for your complaint

- Make your complaint as soon as possible after the event. You will usually have a set amount of time to make your complaint, often 12 months.
- Complain in writing if possible (or ask a friend, relative or advice worker for help). If you can't, the organisation you're complaining to will need to make reasonable adjustments to allow you to make the complaint over the phone.
- Be clear what you are dissatisfied with. It may help to write down dates, explaining what has happened and what you feel has gone wrong in order of priority to help order your thoughts.
- Emotions can get in the way when we want to make a point. Try to ensure you feel calm and focused when making your complaint. You could run the complaint by a friend or do a first draft to check that the tone is reasonable and measured.
- Consider what you want the outcome to be. Knowing what you want to achieve can help you get your point across and make it more likely for things to change. For example, would you like another review of your case, or simply an acknowledgement of the difficulties you've experienced?
- Try to support what you say with facts. It might be possible to provide additional evidence to prove you meet any criteria. You could also refer directly to legislation to back up your claim or point.
- Keep a copy of your letter and any response. If someone responds to you by phone, ask them to put their response in writing. Try to make a note of what they say at the time for your own records.
- 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.
- Include any information about what you have already done to resolve the issue.

Please do respond in writing **[make reference to time period in complaints policy. eg 'within 14 days']**, as indicated in your complaints policy.

I look forward to hearing from you soon.

Yours sincerely,

[Name]

[Contact details]