(Insert your name)

(Insert your full address)

(Insert the date

(Insert the name of the person dealing with

your complaint – i.e. chief executive/complaint manager)

(Insert their full address)

Dear Sirs,

I wish to make a complaint regarding the care that I received at/by (insert Hospital or Doctor’s name) on (date) or from (date) onwards.

(Outline any relevant medical history)

(Provide full details of the medical treatment that you have received that you wish to complain about)

(Explain if you have already made an informal complaint and what the outcome of this was)

I would be grateful if you could respond to the following queries:

(List the concerns you have)

For example, 1. Why did you miss the fracture on the x-ray?

2. Why did you not refer me earlier?

3. Has the delay in the referral or diagnosis of my condition resulted in a worse prognosis for me?

I would be grateful if you could fully investigate the issues that I have raised and respond to my complaint (in writing) within (insert number of days) as a matter of priority.

Yours faithfully,