



1 Keep Sentences Short

Short sentences are easier to read and understand.
One idea per sentence is okay.

Example: "I attended an appointment on 12 March 2025. I was discharged the same day."



2 Stick to Facts Where You Can

Facts help others understand what happened.
Include dates, places and what was said or done.

Example: "The appointment took place at a community mental health service in Bentley."



3 Describe What Happened, Not Who is to Blame

You do not need to accuse or judge.

Instead of: "They did not care about me"

Try: "My concerns were not addressed during the appointment"



4 Explain the Impact on You

Your experience matters. Describe your emotional impact, practical impact and/or safety concerns.

Example: "This left me feeling confused about my next steps."



5 Say What You Are Seeking

This helps the reader understand what you want to happen.
You might ask for an apology, an explanation, changes to a process or the issue to be recorded.



Helpful Reminders

- You can stop and come back later
- You can ask for help at any point
- You do not need perfect wording
- You do not need evidence to start a complaint