



You can complete this template in full sentences or dot points. You do not need to complete every section. You can use this template on your own or with support.

1. Brief Introduction

Why are you writing and who is the complaint about?



Example prompts:

- I am writing to raise a concern about...
- This complaint relates to care or a service I received from...

2. What Happened

What occurred? Include dates, locations, and who was involved if you can.



Example prompts:

- On (date), I attended...
- During the appointment/service...
- I was told / I was not provided with.....

3. Impact on Me

How did this affect you? This can include emotional, practical, or safety impacts.



Example prompts:

- This left me feeling...
- This affected my ability to...
- I felt unsafe / confused / distressed because...

4. What I Am Seeking

What would you like to happen as a result of this complaint?



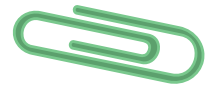
Example prompts:

- An explanation
- An apology
- Changes to how the service communicates or operates
- The issue being formally recorded
- Information about next steps or follow-up

Blank area for writing the response to section 4.

5. Additional Information (Optional)

Any other details you want to include.



Example prompts:

- Previous attempts to raise the issue
- Supporting documents (if available)

Blank area for writing the response to section 5.

6. Closing and Contact Details

Any other details you want to include.



Example prompts:

- Name (optional)
- Phone or email
- Preferred contact method

Blank area for writing the response to section 6.