

# A 5-STEP GUIDE TO STRUCTURE A COMPLAINT

A simple way to organise your complaint



**REMINDER:**

- You don't need perfect words.
- This structure helps others understand what happened and why it matters.

## 1 Say Why You Are Writing

**What this step does**

- Tells the reader what the complaint is about

**Include**

- Who or what the complaint relates to
- A brief reason for writing

**Example**

- Raising a concern about a recent appointment or service

**Write your own:**

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WHY?

## 2 Describe What Happened

**What this step does**

- Explains the situation clearly

**Include**

- What happened
- When and where
- Who was involved (if known)

**Example**

- Discharged from service after an appointment without follow-up information.

**Write your own:**

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WHAT?

### 3 Explain the impact on you

**What this step does**

- Shows why the issue matters

**Include**

- Emotional impact
- Practical impact
- Safety concerns (if any)

**Example**

- Feeling confused about next steps or distressed after the interaction

**Write your own:**

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IMPACT

### 4 Say what you are seeking

**What this step does**

- Helps the reader understand what you want to happen

**You might ask for**

- An explanation
- An apology
- Changes to how the service operates
- The issue to be recorded

**Example**

- Clarification about decisions made and information about follow-up options

**Write your own:**

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SAY IT

### 5 Close and Provide Contact Details

**What this step does**

- Ends the complaint clearly and professionally

**Include**

- A brief closing
- How you can be contacted

**Example**

- Thanking the reader and providing a phone number and email

**Write your own:**

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CLOSE