

COMPLAINT TEMPLATE



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... • I was told / I was not provided with.....
- During the appointment/service...

3. Impact on Me

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



Example prompts:

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

4. What I Am Seeking

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

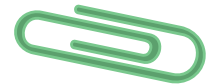


Example prompts:

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

5. Additional Information (Optional)

Any other details you want to include.



Example prompts:

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

6. Closing and Contact Details

Any other details you want to include.



Example prompts:

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