

**Your address  
Postcode]**

**Date**

**[Practice manager's name  
Practice name and address]**

To **[The Practice Manager]**

I am writing to make a complaint about **[name of practice manager/member of staff/or name of GP]**.

My details are:

**[Full name  
Date of birth  
NHS number]**

I would be grateful if you would investigate my complaint in full and deal with it as a formal complaint.

The full details of my complaint are as follows:

**[add details of your complaint- i.e. the issue with the medical advice/ treatment received or service received]**

**[include any supporting documentation that you think may help with the investigation of your complaint]**

This situation has caused me **[describe the impact this issue has had on you, your family or others who have been affected by the problem]**...

In my view, you should .... **[describe what you think the medical practitioner should do to put things right. Apologise? Explain why things went wrong? Do more to put things right? Tell me how you will learn and make changes from my complaint so that this does not happen again]**.

I look forward to receiving your acknowledgement of my complaint within three working days as set out in the NHS Constitution.

Yours sincerely,  
**[Full name]**

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Every effort is made to ensure that our information is correct and up to date. If you think any information is incorrect, please let us know. We also welcome any feedback suggestions you may have about our Information resources. Please send your comments to Lucinda Keenan, Helpline Manager at [lucinda@patients-association.com](mailto:lucinda@patients-association.com)