**Model Complaint Response Template***: Prompts offered in red font*

**[Practice Letterhead]**

Dear [Complainant Name]

*Introduce yourself*[Your Name], [Your Role] *and outline the letter is sent on behalf of* [Practice Name]

Thank you for taking the time to write to us in relation to your concerns about…[Insert details]

We take all complaints seriously and have carried out a thorough investigation to address the points you have raised. This response has been prepared following a review of your records and discussions with the clinicians/practice staff involved, including:

* [List contributors, e.g. Dr X, Practice Nurse Y, Receptionist Z]

*Summarise concerns*

We understand your specific concerns are as follows:

1. [Insert Concern 1]
2. [Insert Concern 2]
3. [Insert Concern 3]

*Include a chronology of events*

To undertake our investigation, we have *[explain actions taken]* and can now share with you the outcome of this investigation.

According to our records:

**[Date 1]:**

* You were seen by [Clinician Name & Role] for [Reason/Procedure].
* [Brief description of what happened].

**[Date 2]:**

* You were seen by [Clinician Name & Role] for [Reason/Procedure].
* [Include relevant details].

*Repeat for each relevant date, consultation or interaction with the practice as appropriate.*

*Respond to specific points*

As a result of our investigation, we provide a response to each of your concerns in turn below:

**Concern 1:** [Insert Concern]
**Response:**

* [Provide factual, clear explanation addressing the concern]
* [Include any context or clarification from records or other clinicians]

**Concern 2:** [Insert Concern]
**Response:**

* [Provide response]

**Concern 3:** [Insert Concern]
**Response:**

* [Provide response]

*Indicate learning / reflection*

As a result of your complaint, we have:

* [Specify any changes to procedures, staff training, or organisational practice]
* [Mention if the matter was discussed at a Significant Event Analysis (SEA) and outcomes]

We are committed to improving our service and learning from feedback such as yours and thank you again for providing the opportunity for us to address your concerns.

*Closing statement/ next steps*

We hope that we have been able to address the issues that you have raised but we would be happy to answer any further questions you have or to meet with you if you would prefer to discuss any issues in person.  You also have the right to obliged to inform you that you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain dissatisfied.

https://www.ombudsman.org.uk/about-us/contact-us

Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ

0345 015 4033

Yours sincerely
[Your Name] [Your Role]
[Practice Name]
[Contact Details]