

FORMAL COMPLAINT

Date: _____

Reference: _____

To: [Organisation Name]

Dear Sir/Madam,

I am writing to make a formal complaint regarding:

[Brief summary of the issue being complained about]

Complaint Categories

- ☐ Decision-Making
- ☐ Communication
- ☐ Service Delivery
- ☐ Conduct
- ☐ Complaint Handling
- ☐ Safeguarding
- ☐ Failure to Follow Policy or Procedure
- ☐ Delay
- ☐ Other _____

Summary of Complaint

Specific Issues for Investigation

1. _____

2. _____

3. _____

Impact

Resolution Sought

- A full investigation into the matters raised.
- A written response addressing each concern.
- An explanation of any decisions made.
- Appropriate remedial action where failings are identified.

Complaint Handling

Please acknowledge receipt of this complaint and confirm:

- The complaint reference number.
- The stage of the complaints process.
- The investigating officer or department.
- The expected response timescale.

If any aspect of this complaint is not accepted for investigation, please clearly explain the reasons for that decision.

I look forward to your response.

Yours faithfully,

Name: _____

Signature: _____

Date: _____