

# HOW TO WRITE A COMPLAINT

1

Write today's date

2

Write the name of the health service and address of the health service you are complaining to at the top of the page

3

Address the letter to the service department. For example, "Dear Patient liaison Officer"

Avoid swear words or other potentially inflammatory words or phrases. This language can make people feel defensive and may impact the response you receive

4

Introduce yourself! You could say "My name is Ms Jane Doe, and I was a patient at ABC Hospital from 1/1/1111 to 5/1/1111, under the care of Dr Smith. I am writing regarding a complaint I have with the treatment I received during my visit."

5

Write out your story/experience. Try to keep things in the order as they occurred and explain what happened. Explain how you felt during and after your experience, and the reasons you felt this way. Use numbers or dot points if that is easier! This can be as detailed as you like, but letters between 1 and 3 pages are usually easier to read.

6

Then include what you hope your complaint/feedback will achieve. For example, would you like an apology, an explanation, a change to a service's process, a refund or compensation?

7

Explain how you would like to receive a response. Would like a response in writing, or a face-to-face meeting, to acknowledge your complaint and have your voice heard.

8

Close your letter with something like "Kind regards, Jane Doe". Then include your best contact details below. This may just be an email address, or it could be a postal address, email and phone number.

If you need help writing a letter of complaint, contact the  
Individual Advocacy Service at the Health Consumers' Council

on (08) 92213422 or 1800 620 780