Response Letter Template

Your letterhead

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| --- | --- | --- |
| **Private & Confidential**  Name  Address | Our Ref: | Number |
| Your Ref: |  |
| Contact: | Name |
| Direct Line: | (01670) Number |
| Email: | Name@nhct.nhs.uk |
|  |  |

DATE

Dear XXXX,

**Introduction** – **for example:**

Thank you for your letter of complaint dated DAY MONTH YEAR in which you raise issues/concerns about …

**Offer condolences, if appropriate.**

**Offer apologies, if appropriate – for example:**

I apologise for … and would like to assure you that all of your issues have been addressed in full.

**Explain what happened in order to investigate the complaint, for example:**

As team/senior manager (responsible) for … I was asked to investigate your complaint. I have reviewed your adult social care records and spoken to the staff involved. Using this information I am able to respond to your complaint and will address your concerns in the order they have been raised.

**Response**:

Your response should include:

1. The statement (or summary) of complaint and any desired outcomes. Answer each complaint and desired outcome in turn.
2. Explain the steps you and/or others have taken to resolve/investigate the complaint.
3. Provide an explanation of what happened in this case – what went right/what went wrong/what should have happened. Refer to relevant policy, procedure or guidance, for example.
4. Explain what you have done to resolve the complaint/what you have done to put things right/what actions are to be taken/changes that will be made to make sure there is no repeat (the learning/improvements as a result of this complaint).
5. Give details of any decisions and the reasons for these, based on the available facts. Explain what you have taken into account. This can include:

* Things the complainant has said
* Information you have obtained – what and where from/from whom, (take care with sensitive and with personal information)
* Relevant policy, procedures and guidance
* Relevant law

1. Acknowledge responsibility as necessary and include a well meant apology (or apologies) as appropriate; if only for feelings.
2. Explain any terminology.
3. Consider redress – putting the person back in the position they were in before they felt the need to complain.

**Tips**:

* Provide evidence of what you are saying.
* Be careful of the tone and language used.
* Avoid being defensive.
* Be open and honest.
* Unless helpful avoid using passives such as “A decision was taken …”

**Conclusion**:

Summarise things.

You must signpost the complainant to the relevant ombudsman with some supporting text.

I hope that you feel that I have taken your concerns seriously and that you are satisfied with my response. If this is not the case you can ask the Local Government and Social Care Ombudsman/Parliamentary and Health Service Ombudsman to consider your complaint:

**LGSCO contact details (for adult social care funded service users):**

Write to: The Local Government and Social Care Ombudsman

PO Box 4771

Coventry  CV4 0EH

Telephone: 0300 061 0614 Lines are open Monday to Friday from 8.30am to 5.00pm (except public holidays)

On-line: [www.lgo.org.uk](http://www.lgo.org.uk)

**PHSO contact details (for CHC funded service users):**

On line: www.ombudsman.org.uk/making-complaint

Telephone: 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday, except bank holidays. Calls are charged at local or national rates.

Alternatively, please contact me directly about why you are dissatisfied, what else you think could be done to put things right and whether there may be other ways to help resolve your complaint.

Similarly, please contact me directly if you have any questions or queries about my letter of if there is anything you wish to say to me personally.

Yours sincerely,

NAME

JOB TITLE