**A complaint to the practice**

Date

Addressee details

Dear

I write in response to the concerns you raised about eg the care I provided on 16 August 2025. I am sorry that [add an apology of some description]. I also apologise for the [some acknowledgement of distress (condolences where appropriate)].

Add summary of the main issues raised here.

What action you have taken to investigate the complaint (eg spoken to staff concerned, reviewed records).

Outline of the care provided. If this relates to a consultation ensure that you include the date, who the patient saw on that occasion, the history and symptoms presenting, any examination carried out and the findings (including negative findings), the working diagnosis at that time, treatment and advice provided and any follow up and safety-netting discussed or arranged. The information needs to demonstrate how you reached your conclusions and you could also add what your planned management was at that stage.

Specific responses to any concerns raised in the complaint not already addressed.

The conclusion drawn as a result of the investigation. If failures are identified a specific apology needs to be given. Don’t forget you have a duty of candour. Avoid speculation and avoid commenting on actions of other clinicians, unless they have had the chance to have input into the response.

If appropriate, what action is being taken as a result of the complaint to reduce the risk of a reoccurrence.

An invitation to meet or ask any further questions.

A reminder of the advocacy service if it is not clear an advocate is already involved.

Reiteration of regret/apology.

Yours sincerely

*The response should be visually professional, grammatically correct, written in a conciliatory tone with all clinical terms explained.*