Complaints Guide

How to write a healthcare complaint in 8 simple steps

1) Write your full name, address, phone number, and email.

2) Write who the complaint is going to (department, service, or NHS Trust).

3) Use a clear subject line (e.g. "Formal Complaint – Missed Appointment").

4) Say that you are making a complaint.

5) Explain what happened, when, and who was involved.

6) Say how it affected you and why it was a problem.

7) Say what you want to happen next (e.g. apology, explanation, support)

8) Attach any evidence you have (letters, screenshots, notes, etc.).

Make a complaint with Chat GPT

Open ChatGPT

Go to chat.openai.com on your computer or download the app on your phone. You may need to create a free account.

Start a New Chat

Click "New Chat" to begin.

Share the Key Information

Start by asking to help generate an NHS complaint for a service you have received and then you can write things like:

- What happened?
- Who was involved?
- How did it affect you?
- What outcome do you want?

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Do not share personal or sensitive information with chat GPT

ChatGPT Writes It for You

It will turn your info into a professional letter. You can ask it to:

- Make it shorter or longer
- Change the tone (e.g. firmer or calmer)
- Add or remove details

Copy and Paste the Letter

Once you're happy with it, just copy the text and paste it into an email or document to send.

Example Prompt You Can Copy and Paste

Once you're happy with it, just copy the text and paste it into an email or document to send.

Contact Details

Parliamentary & Health Service Ombudsman (PHSO)

Phone: 0300 311 22 33

Website

Healthwatch

Phone: 0118 214 5579

Website

Patient Advice and Liaison Service (PALS)

Phone: 0118 904 3467

Website

Contact your MP

Find your MP

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