



Template letter of complaint to provider

2A: This template may assist in structuring your complaint.

<Insert your name>

<Insert your contact details>

Attn: To the person/s responsible for handling customer complaints

I am writing to let you know of some concerns I have with the health service provided by you. My patient details are below:

Patient's name: <Insert your name>

DOB: <Insert your DOB>

My concerns are as follows:

When did it happen? <Insert date>

Where did it happen? <Insert venue; address>

What happened? <Insert details>

Who was involved? <Insert name of practitioner/s>

What outcome is sought? <Insert details>

Where to from here? I understand you may require some time to review my complaint and respond to it. You may wish to refer to the OHO's complaint resolution resources for health service providers for guidance <https://www.oho.qld.gov.au/health-service-providers/managing-a-complaint/>.

I have attached documentation to support this complaint and look forward to your response.

Regards,

<Insert your name>

{NB: It is reasonable to allow the provider up to 21 days to respond to you.}



2B: Use this template if complaining on behalf of someone else.

<Insert YOUR name>

<Insert YOUR contact details>

Attn: To the person/s responsible for handling customer complaints

I am writing to let you know of some concerns I have with the health service provided by you. I am the patient's <Insert your relationship to the patient e.g. *father*> and their details are below:

Patient's name: <Insert PATIENT'S name>

DOB: <Insert PATIENT'S DOB>

My concerns are as follows:

When did it happen? <Insert date>

Where did it happen? <Insert venue; address>

What happened? <Insert details>

Who was involved? <Insert name of practitioner/s>

What outcome is sought? <Insert details>

Where to from here? I understand you may require some time to review my complaint and respond to it. You may wish to refer to the OHO's complaint resolution resources for health service providers for guidance <https://www.oho.qld.gov.au/health-service-providers/managing-a-complaint/>.

I have attached documentation to support this complaint and look forward to your response.

Regards,

<Insert YOUR name>

{NB: It is reasonable to allow the provider up to 21 days to respond to you.}