



Sample letter of complaint to provider

1A: Sample of a complaint written by the patient

Mr Bob Smith
5 Coachwood Court
Burleigh Waters QLD 4220
0402 123 456
BSmith@gmail.com

28/02/2020

Dear Dr Davies

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: Mr Bob Smith
DOB: 6 July 1984

My concerns are as follows:

When did it happen? On 22 January 2020.

Where did it happen? At 505 Taylor St Medical Centre, Woolloongabba, QLD 4102.

What happened? My appointment was scheduled at 10am. Without explanation, I wasn't seen by you until 11.10am. This caused me to cancel another appointment I also had scheduled later that morning.

What supporting documentation is attached? Copy of email stating my confirmed appointment time.

What outcome is sought? Apology and change of procedures.

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 look forward to receiving a response from you soon.

Regards,

Bob Smith



1B: Sample of a complaint written by someone other than the patient

Mr Bob Smith
0402 123 456
BSmith@gmail.com

28/02/2020

Dear Dr Davies

I am writing to let you know of some concerns I have with the health service provided by you.

I am the patient's father and their details are below:

Patient's name: Miss Jane Smith
DOB: 7 May 2018

My concerns are as follows:

When did it happen? On 5 January 2020.

Where did it happen? At 505 Taylor St Medical Centre, Woolloongabba, QLD 4102.

What happened? You gave an expired dose of Infanrix immunisation to Jane, causing a rash and discomfort. We discovered this when reviewing Jane's Personal Health Record (Red Book). Jane required a steroid cream to heal the rash.

What supporting documentation is attached? Photocopy of Red Book entry.

What outcome is sought? Apology and change of procedures.

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 look forward to receiving a response from you soon.

Regards,

Bob Smith