

*Date*

*Your Full Name and Title*

*Address*

*Post Code*

*Tel No: Home/Mobile*

*Email Address*

Complaints Department  
University Hospitals Coventry & Warwickshire NHS Trust  
Clifford Bridge Road  
Coventry  
CV2 2DX

*NHS Number: [If known]*

*Hospital Number: [If known]*

**Dear Sir/Madam**

**RE:** *Patients Name, Date of Birth, Address (If you are not writing the complaint about your own care)*

**I am writing to you to complain about the treatment received at, University Hospitals, Coventry and /or Hospital of St Cross Rugby, please write the date and the name or number of the ward(s) and department(s) where the incident happened. If you are complaining about a member of staff please also include their name and their position if known, or a brief description of the uniform.**

*INSERT Details of what happened and when it happened*

*List the main issues that you would like investigated and the specific questions you would like answers to. Try to be clear and concise. Using bullet points may help.*

*INSERT Details of what you would like to happen as result of your complaint*

*For example, an apology, an explanation, details of the treatment, a meeting with staff, action to put things right, reassurance that the same thing will not happen to anyone else.*

I would be pleased if you would carry out a full investigation into my concerns and provide a response in accordance with the NHS complaints procedure. I understand that you will aim to provide a response within 25 working days, but that I will be kept informed of progress if you are unable to achieve this timescale.

Yours sincerely

*Your Signature*

*Your printed Name*

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**Further explanatory notes**

*If you are raising a complaint on behalf of someone else, who is 16 years of age or over and has capacity and is able to give their consent, please complete the attached consent form and enclose with your letter.*

or

*If the patient is deceased, is under 16 years of age, is too unwell or does not have capacity to sign a consent form, then please forward your letter to us and we will then write to you with regards to our process and requirements for consent.*