

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

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.