

Tips for writing a complaint:

- It can feel upsetting when you're writing down what's happened so it's important to be kind to yourself and take a break if you need to.
- Be as specific as you can and include important dates and names of people in the service you have spoken to about your problems.
- If you're finding it difficult, get a trusted friend or adult to write it with you or read it through.
- Include any relevant copies of letters or emails you've got about your complaint.

Template complaint letter/email

[Fill in the blank spaces below with as much detail as possible.]

To: _____

Subject line: Complaint about _____

Date: [if you're writing a letter on paper remember to include today's date]

Dear [put their name if you know it, or the name of the service],

This is a formal complaint and I would like it to be investigated and resolved.

My mental health problem is _____. It affects my life because _____.

The problem I want to complain about is _____.

The things I have already done to try to resolve this complaint are _____ [e.g. talking to your CAMHS team].

What I would like to happen next is _____ [e.g. getting a referral, getting more support, or getting an apology for how you've been treated].

I would like you to contact me by _____ [e.g. phone, email or post].

My contact details are: [put your contact details here].

Please can you confirm that you have received and read this complaint?

Thank you,

[write your name here]