**Making a Complaint**

**What is the problem or issue?**

(be as specific as you can about what has (or hasn’t!) happened)

**What should have happened?**

(what do policies or laws say about this?)

**What negative effect is this having?**

(on you and/or on others)

**What would the positive effect be if this was resolved/changed?**

(on you and/or on others)

**What do you want to happen?**

What would a perfect outcome be?

What’s the minimum that would be acceptable – what could you settle for?

**Who do you need to complain to?**

What is the organisation’s complaints process? Who else might you write to?

If you don’t have the answer to this, what do you need to do to find out?

**Where/who/how** will you get this information?

**What** information do you need to make your complaint?

**Within 48 hours I will take the following first step:**

**Date:**

**ACTION PLAN**

**What are you going to do?**

**Describe** it as fully and as specifically as you can

**Why are you going to do it?**

**Include:** What’s it for? How will it improve things?

**Who can support you?**

(eg friend, family, advocacy worker, other support organization etc)

**What do you want them to do?**

(eg check letters for you, go with you to a meeting, be around before or after for moral support etc)

**Now make a plan – list the steps you need to take, in order.**

For each step include when you are going to do it.

**The following are prompts so you can compose a letter of complaint:**

**Start by stating why you are writing the letter:** If it is a complaint state this clearly or if you are just wanting to bring something to their attention.

**Explain what has happened:** This can be done in dot points, a short factual explanation of events or including a timeline

**Explain what hasn’t happened/what went wrong:** You can also you this section reference any policies or legislation they haven’t followed

**Explain what the situation has caused, the effect & impact it has had on you:**

**In my view, you should….:** describewhat you think whoever you are complaining to should do to put things right.

**I would appreciate it if you could respond formally to my letter/ complaint. I shall follow up this letter if I do not hear back from you by (insert date)**

**In the meantime, if you need any further information from me, please**

**telephone me on the above number/ email me on…**

**I look forward to hearing from you in the very near future.**

**Yours sincerely**