

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?

What information do you need to make your complaint?

Where/who/how will you get this information?

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....: describe what 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