**[Insert your name]**

**[insert your address**

**[insert your telephone number**

**[insert your email address]**

FAO Director of Care

**[Insert name and address of care agency]**

**[Insert date]**

**-COMPLAINT RE. CARE SERVICES-**

Dear Sirs

**[Insert name, DOB and address]**

I am writing to lodge a formal complaint regarding the service I have received from your care agency.

Please confirm receipt of this letter by providing details of how you intend to progress this complaint.

**[Insert name, age and summary of disabilities].**

**Details of the Complaint**

**[Set out here in brief and clear terms:**

**What is the complaint is about? For example:**

* **the agency has not been attending at agreed times**
* **the agency has not been completing the tasks contained in my care and support plan**
* **the staff have been acting inappropriately**
* **the agency has failed to respond appropriately to address concerns I have raised**

**What are the key dates and information? For example:**

* **Provide the dates and times when the care agency should have attended but did not**
* **What tasks are the agency not doing and why – detail what your care and support plan says you require but are not being provided with.**
* **Include details of how they have acted inappropriately including dates and times of this.**
* **Include information on the action you have taken already to resolve this informally that has been unsuccessful.**

**What do you want the care agency to do to resolve the situation? For example:**

* **Do you want them to address the problem with the carers involved?**
* **Do you want to change the carers involved?**
* **Do you want an apology or financial reimbursement?**

**Finally, include If you have any evidence from other people to support what you are asking the Council to do then attach to your letter (e.g. your GP, medical professional, current carers, and therapists.]**

Please confirm that you will take the steps identified above within 14 days from the date of this letter i.e. by **[insert date]**, or I will need to escalate this matter to **[Select and delete as appropriate depending on where you live]:**

The Local Government and Social Care Ombudsman for England

The Public Service Ombudsman for Wales

The Care Inspectorate for Scotland

Yours faithfully

**[insert name and sign]**