**How to write a complaint letter**Here we set out step by step information to help you write your complaint letter. It tells you all the things you should try to put in your letter and how to begin.

At the end of the steps is an example letter to show you what we mean.

1. At the top on the right-hand side, put your name, address and the date.
2. Below that on the left-hand side, put their name and address. Address it to the Director of Adult Social Services if the change affects a disabled adult.
3. If you know the name of the person with that role, use it. If you don’t, address to Dear Sir/Madam
4. Say what the complaint is about. If you are writing on behalf of a child or someone else, be sure to put their name here.
5. Ask them to treat it as a formal complaint.
6. If your complaint is urgent ask for it to be dealt with within seven days. If your local authority has a special procedure for dealing with urgent complaints, ask them to use it. Explain why your complaint is urgent.
7. Set out as clearly as possible what it is that is being complained about. Include the dates of any relevant letters or events. And the names of any key social workers that are relevant.
8. Say how you think the cut is unlawful.
9. Explain what you want to happen as a result of your complaint. For example, do you want:

• to continue to receive the care you have been receiving;

• to receive help from another service;

• to be reassessed;

• a change to how they deal with something;

• a different social worker who you might get on with better;

• an apology; or

• something else?

1. If you have any supporting evidence or relevant papers, send it to them. Refer to them in the letter. Tell them if your condition or impairment is getting worse so you need more care rather than less. If your care needs have not changed, confirm that they remain the same.
2. It is sensible to give your consent to them accessing your records and sharing information about you. This may save time / stop them from using it is a delaying tactic.
3. Confirm when you are expecting a response by and thank them (it may help).
4. Give them details about how and when they can contact you.
5. Sign it

Below is the letter Stella sent to complain about her local authority’s decision to change the eligibility criteria. The change would allow them to provide help only to people assessed as having critical needs. We want to show you what sorts of details to include in your letter. It is just an example and you will need to adapt it to suit your particular situation.

Stella Smith

8a Hilson Road

Fieldham

F3 8XP

12/05/15

Director of Adult Social Services

BIBA Building

Huntley Road

Fieldham

F16 9NX

Dear Sir/Madam

I am writing to complain about the decision to stop providing me with personal support.

Please treat this letter as a formal complaint.

My complaint is urgent so please deal with it within seven days. It is urgent because I am about to be left without the support I need to cook a meal. If I don’t eat properly I won’t keep healthy.

I am complaining because your letter (dated 9/4/15) says that my care and support services are about to stop. This is despite the fact that my condition and health have not changed.

I believe this is unlawful because you have a duty to meet my assessed needs. The law is clear.

I would like you to change your decision to stop my care. Please reassess my care needs. Please ensure I go on getting my current level of service until the assessment is completed. I would like a face-to-face assessment.

As you can see from the attached document, my last assessment found I had the following care needs….

My care needs have not changed since then.

I understand that you may need to access my records in order to investigate my complaint. You may also want to share information with other relevant parties. I confirm that I give my consent to this.

I look forward to your response within the next seven days. Many thanks for your help with this matter.

If you would like to discuss my complaint with me, my telephone number is ………….. It is best to phone me between 10am – 5pm.

Yours …

Stella Smith