**TEMPLATE LETTER: Formal complaint**

***This letter template can be used freely without reference to Project 17. However, if you have any questions, you may wish to call us on 07963 509 044.***

Children’s Social Care Complaints

*Name of the Council you are writing to*

*Address*

*Your name*

*Your address*

*Your telephone number*

*Today’s date*

Dear Sir/Madam,

**Formal complaint against *[name of the team/department (e.g. No Recourse to Public Funds Team)]***

I am writing to make a formal complaint against [name of team/department].

**Summary**

*Explain briefly what you wish to complaint about.*

**Reason for approaching the Council for assistance**

*Explain briefly what your circumstances were when you approached the Council for support. [For example, your family were facing homelessness because the person you were staying with had asked you to leave. Or for example you were requesting financial support].*

*Say when this was [the date you approached the Council for support].*

**My complaint**

*Describe what went wrong or what wasn’t done properly. Try to be as specific as possible (who did you speak to? What did they say? Give the date or dates when the problem occurred). Be as clear as you can.*

This situation has caused me [*describe the impact the problem had on you and your family. For example, were you left homeless and/or unable to afford food?]*

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In my view, you should*… [describe what you think the Council should do to put things right. Should they apologise? Thoroughly investigate the problem? Explain how they will ensure the problem won’t happen again? Pay you some money to compensate you for something?]*

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In line with your complaints procedure, I expect to receive an acknowledgment from you within the next two working days. I will further expect to receive your full response within the next 10 working days.

If you need any further information, please *[telephone me on the above number/write to me at the address shown].*

Yours sincerely,

*Sign your name and write it out again underneath.*