**PRIVATE AND CONFIDENTIAL**

**Insert your address**

**and telephone number**

**and email address**

For the attention of the Director of [Childrens Services] [Adults Services]

[Insert name and address of local authority]

[Insert date]

Dear Sirs

**Formal Complaint under Council’s Complaint’s Procedure**

**[Insert name of person, date of birth and address]**

I am writing to lodge a formal complaint regarding the Council’s discharge of its statutory functions towards [insert name of person].

I am the [carer] [parent] [family member] of [insert name of person] and am writing this letter on their behalf as [they have confirmed they are happy for me to write this letter on their behalf and they have signed at the end of this letter] or [the person lacks capacity under the Mental Capacity Act 2005 to make decisions regarding their health and welfare] or [they are a child].

Please ensure that a copy of this letter is passed immediately to the complaints department and that you acknowledge receipt of this letter by providing a copy of the Council’s complaints procedure along with how you intend to progress this complaint within 24 hours.

[Insert name of person] is [age] and [insert any diagnosis of summary of disabilities]. His / Her social worker is [insert name] or she / he does not currently have an allocated social worker.

Details of the Complaint

Set out here in brief and clear terms:

1. what the complaint is about, such as:
   * the Council has failed to carry out an assessment
   * the Council has delayed in completing an assessment
   * the Council has done an assessment but said I am not eligible for any support
   * you are not happy with the level of support which has been provided
   * you have been refused support / care which is needed
   * there has been a change in your circumstances and your care is no longer sufficient
   * your care / support has been reduced and you do not agree with the decision
   * your direct payments have been reduced and you do not agree
   * you are not being provided with the correct support which the Council has agreed is needed.
2. What are the key dates?
3. What it is you want the Council to? For example do you want an apology, a change in the care / increase in support / provision, an alteration to practice, compensation, or change in social worker. It is important to be as specific as possible as to exactly what you want the Council to do.
4. If you have any evidence from other people to support what you are asking the Council to do then attach to your letter. This could include your GP, medical professional, current carers, school, and therapists.

**Please confirm that you will take the steps which I have identified above within 7 days i.e. by [insert date], failing which I shall be taking legal advice.**

I have written this letter using a guide that has been published by Headway. That guide was based upon legal advice.

I look forward to hearing from you.

Yours sincerely

[insert name and sign]