**[Insert your name]**

**[insert your address**

**[insert your telephone number**

**[insert your email address]**

FAO Director of Adults Services

**[Insert name and address of local authority]**

**[Insert date]**

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

Dear Sirs

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

I wish to lodge a formal complaint regarding:

**[Set out precisely**:

* **what it is that is being complained about**
* **key dates of relevant events and any contact/correspondence between you and the council**
* **the names of the key staff who the complaints investigator will need to speak to**
* **include copies of relevant paperwork and explain that you have included these here.]**

What I want to achieve by making this complaint:

**[set out the precisely:**

* **what you want to be the result of your complaint: (e.g. an apology, change in service provision, change of practice**
* **the timescales within which the change is required]**

I require this complaint to be investigated at the earliest opportunity and a formal response provided no later than 28 days from the date of this letter. Please contact me by **[insert contact details and the time/days you are normally available etc.].**

Yours faithfully

**[insert signature and contact details]**