Sample letter 1: Events more than 12 months old, no good reason

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| Sample letter 1: Events more than 12 months old, no good reason Use this sample letter if you need to decline to look at a complaint where:   * the events took place more than 12 months ago * you decide there is no good reason for the delay.    Statement of consent Dear [insert name]  Thank you for your complaint about [insert details of complaint].  As I explained when we spoke, there is a time limit for bringing complaints to us and unfortunately your complaint fell outside that time limit.  When we spoke, you explained that [include explanation (and any evidence) given by the person for the reason for the delay in complaining]. While I understand this [give explanation of how you have considered this explanation/evidence and have decided that it is not a good reason for the delay and why you think they could have complained earlier].  I hope you can see that we have considered this carefully. If you are unhappy with our decision not to look into your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman.  The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. Their service is free for everyone.  There is also a time limit for making your complaint to the Ombudsman, so you should do this as soon as possible. To take a complaint to the Ombudsman, or to find out more about the service, go to [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or call 0345 015 4033.  Yours sincerely |