|  |
| --- |
| 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.     Dear [insert name]  As you know, we have received 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 of that time limit.  When we spoke, you explained that [include explanation (and any evidence) given by the service user 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 the service user 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 [insert details of how the service user can request a review of your decision/escalate their concerns to an independent complaints tier or approach their MP to ask them to refer to matter to the Parliamentary and Health Service Ombudsman].  Yours sincerely |