**Template for Response for Complaints/Incidents Requiring a Written Response**

## Notes

This template indicates the information and, where appropriate, suggested text to be provided within the written response. The format, font styles and document layout will be specific to the organisation that issues the response.

## Response Content

Homecare organisation name

Homecare organisation Address

Response date

Reference Homecare incident number:

Clinical Referring Centre / Hospital:

Homecare service or therapy:

“Private and Confidential – may contain patient identifiable information”

## Subject: Response to complaint or incident concerning xxxxxxxxx

*If the complaint/incident involves a patient include the following data:-*

Homecare organisation patient number:

Patient NHS number and/or hospital number:

Patient name:

Carer’s name (if applicable):

Date complaint / incident was reported:

Date of incident /event which lead to the complaint:

Summary of the original complaint or incident:

An apology:

Summary details of the investigation/chronology of the reported complaint / incident:

Contributing factors and root causes of the incident:

Actions that have/will be taken to minimise this re-occurring in the future:

Final apology:

If you would like to clarify or discuss any information in this response please contact me on using the contact details below.

Signature:

Print Name

Job title:

Contact details:

A copy of this response will be sent to your referring hospital for information