**Sample Letter: Raising a Complaint**

Name of the person you are writing to

Name of the Organisation/NGB

Building number and street name

Town

County Postcode

Your name

[optional] House/ flat/ building number and street name

[optional] Town County Postcode

[optional] Your telephone number

Today’s date

Dear [insert name of relevant person at NGB/Organisation]

I am writing to make a formal complaint against [name of individual/perpetrator]. My complaint is that they [insert type of complaint e.g. emotional abuse, bullying, physical or sexual abuse, breach of code of conduct]

I believe I have a personal grievance because … [give a brief account of the content of the complaint. Include details of any relevant or key meetings/conversations or events/dates to explain your complaint.]

This situation has caused me [describe the impact this issue has had on you, your family or others who have been affected by the problem].

[Optional] I would like you to address my grievance by … [insert what you would like out of this situation e.g. a formal apology, a public apology, an investigation into the perpetrator, reviewing training and development for coaches]

I understand that you are required to respond formally to my complaint. I shall follow up this letter if I do not hear back from you by [give a date of about seven days]. In the meantime, if you need any further information from me, please [telephone me on the above number/ write to me at the address shown]. I look forward to hearing from you in the very near future.

*NB: You could also ask the NGB/Organisation to acknowledge getting the letter so that you know your complaint has been properly raised.*

Yours sincerely

[First Name, Last Name]