[Your Name]

[Your Address]

[Your Contact Details]

[Date]

To:

The Practice Manager

[Practice Name]

[Practice Address]

## Subject: Concern Regarding [Brief Description of the Issue]

Dear [Practice Manager’s Name or "Practice Manager"],

I am writing to raise a concern regarding [briefly describe the issue, e.g., "appointment booking processes" or "the care I received on [specific date]"].

Based on my experience, I feel that these guidelines [were not adhered to, or you can specify the exact issue, e.g., "are not being consistently followed in practice"]. Specifically, [provide details, e.g., "I was asked to call back multiple times to book an appointment" or "my urgent request was not addressed on the same day"].

To ensure a constructive resolution, I kindly request:

1. [Specify your first request, e.g., "clarification on how the practice is implementing these guidelines."]

2. [Specify your second request, e.g., "improvements to ensure all patients can book appointments efficiently and in accordance with the guidance."]

I value the care provided by [Practice Name] and hope this matter can be addressed promptly. Please let me know if you require any further information.

Thank you for your time and attention. I look forward to your response.

Yours sincerely,

[Your Name]