# Sample letter: for lack of cooperation or engagement

For use when a person is not engaging or responding to requests for information.

Dear [person’s name]

I am writing about your recent complaint to us and the [conversation(s)/email(s)/letters(s), etc. with/to me/my colleague]. I note that we have not yet received a reply.

To help us investigate your complaint as quickly as we can, there are some things we need you to do. [Insert details of what you need from the person making the complaint and when you need it by].

If you are finding it difficult to provide this information and would like to speak to us about that, please call me on [insert telephone number]. We will make sure we are doing everything we can to support you and make your communication with us as easy as possible.

Or you can speak to and get help from your local NHS advocacy provider [include full contact details]. They are independent of the NHS and their service is free. They are available to support people through the complaints process and can answer any questions you might have.

Until we get the information set out above, we cannot [start/continue] looking into your complaint, so please get in touch with us as soon as possible.

Yours sincerely