|  |  |
| --- | --- |
|  | Commissioner Address 1  Commissioner Address 2  Commissioner Address 3  Commissioner Address 4  Commissioner Postcode  Email address:  Telephone Number: |
|  |  |

Date:

Patient Name

Patient Address1

Patient Address2

Patient Address3

Patient Address4

Postcode

Dear xxx,

**Special Allocation Scheme Allocation**

I write to advise you of the outcome of your appeal regarding being placed on a Special Allocation Scheme. A panel meeting was held on xxxxx where the allocation documents and supporting information was reviewed.

\*\*\*Sample Text\*\*\* The panel understand < enter text relevant to patient appeal > caused you frustration but staff have a right to care for others without fear of being abused either physically or verbally. The appeal panel has reviewed statements received from both yourself, the practice and a patient witness.

The panel found:

* no evidence of xxxx from the practice
* no evidence you were treated differently to other patients
* that you were xxxx
* the practice zero tolerance policy was followed

based on the evidence presented, the panel found that in this instance you were appropriately placed on the Special Allocations Scheme for a 12 month period. After this period your placement on the scheme will be reviewed.

If you have any further queries or concerns, please contact our Patient Experience Team who will be happy to help you on <enter contact name> or email: <enter contact email >

If you wish to make a complaint about the appeals **process** (e.g. you believe the process was correctly followed) you may do so. It is important to note that the national complaints team cannot investigate further the circumstances that resulted in your removal from a practice as this is the decision of the panel.

By post to:

NHS England

PO Box 16738

Redditch

B97 9PT

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint, please state: ‘For the attention of the complaints team’ in the subject line.

By telephone: 0300 311 22 33

Our opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.

If you continue to be dissatisfied with the response you have received, you do have the right to request an investigation into the handling of your complaint by the Parliamentary and Health Service Ombudsman (PHSO).

The role of the PHSO is to investigate complaints that individuals have been treated unfairly or have received poor service from government departments and other public organisations and the NHS in England. You can contact the PHSO on 0345 015 4033 or write to them at:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Yours sincerely,

**XXXXX**