

Compassionate Healthcare Response

Subject: Important - Acknowledgement of Your Healthcare Concern

Dear [Patient Name],

Thank you for taking the time to share your concerns about your recent experience at our healthcare facility. We received your complaint on [date] regarding [specific healthcare issue] and want to assure you that patient satisfaction and safety are our highest priorities.

Your feedback has been forwarded to our Patient Relations department and our Chief Medical Officer for immediate review. We understand that your healthcare experience did not meet your expectations, and we sincerely apologize for any distress this may have caused.

As part of our commitment to quality improvement, your complaint will be thoroughly investigated by our clinical quality team. This process includes:

- Review of your medical records (with your consent)
- Discussion with involved healthcare providers
- Assessment of our policies and procedures
- Development of corrective actions if needed

We will complete our investigation within [timeframe] and provide you with a detailed response. If immediate medical concerns arise from this issue, please contact your healthcare provider or our patient advocate at [phone number] immediately.

Your trust in our healthcare services is important to us, and we are committed to using your feedback to improve the care we provide to all patients. We will follow up with you personally once our review is complete.

With care and concern,

[Name]

Patient Relations Director

[Healthcare Facility Name]

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