



Insert logo

Contact Address
Email
Telephone Number

(Date of writing letter)

Dear (insert name),

I am writing to express my sincere apologies that you/your relative were/was involved in an incident whilst in our care. As explained, the incident happened on (date), (brief summary of what happened).

We aim to provide the highest quality and safest care, and are committed to being open and honest with service users, relatives and carers when incidents such as these occur. I want to assure you that, as discussed, we are undertaking a full investigation into you/your relative's care as we want to gain a shared understanding of what happened and what we can do to prevent such incidents occurring in the future.

We conduct our investigations openly and transparently because we are committed to continually improving the care we provide. We would like the opportunity to discuss our investigation with you and welcome your contribution to ensure any concerns or questions you have are addressed fully. However, the nature and extent of your involvement is entirely your decision.

As a first step, I would like to invite you/your relatives/carer/friend (as appropriate) to a meeting explaining how we plan to investigate the incident and to understand what happened. You are welcome to bring a friend or relative along for support. You are also under no obligation to attend, but please be assured that we will still carry out an investigation to identify areas we can learn from.

The initial investigation will take (number of weeks/months) to complete and there may be a number of actions that come from it. There may also be additional information that comes to light as the investigation progresses and we have agreed that we will (write/email/telephone) to ensure that you are kept informed.

When the investigation is complete, we will write to you again to provide feedback regarding the outcome. At that stage, you may wish to have a copy of the report sent to you to review and a meeting at a later date to discuss it and any questions or concerns you may have. Alternatively, you may wish to attend a meeting where the report will be shared with you and the findings explained.

However, we also recognise that you may prefer to not receive further communication or attend any meetings. If this is the case, I would be grateful for you to contact (name and contact details) to let them know. Just as importantly, if there is anything else you would like to mention at this stage to assist the investigation then please contact us. (name) is acting as your lead contact for the duration of the investigation and they can be contacted on (contact details).

Again, we are truly sorry for what happened and for the distress caused. This is not the experience we wished you/your relative to have and will appropriately support you at this time.

Yours sincerely,

(Name)

(Job Title)