

Serious Incident Response Letter

Subject: Response to Your Complaint Regarding [Specific Incident]

Dear [Patient Name],

We are taking your complaint about the incident on [Date] very seriously. Immediate measures have been taken to investigate and rectify the situation.

Our senior management has reviewed the case, and corrective actions include [List Measures]. We are committed to ensuring patient safety and quality care.

Thank you for notifying us and helping us improve.

Sincerely,

[Your Name]

[Title / Department]

[Contact Information]

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