

Example of a good complaint



From ▾

jane.smith-andrews@gmail.com

YOUR EMAIL

To

 privacy@inventedagency.com

THEIR EMAIL

Cc

Subject

Privacy complaint about sharing my medical records with my ex-partner

CLEAR SUBJECT LINE

Kia ora Invented Agency,

I am writing to complain because I believe The Invented Agency has breached my privacy.

PROBLEM

On Monday 20 June I was at my ex-partner's house picking up our kids and he said something about some medication I've been taking for herpes. There's no way he should know that and was giving me heaps about it. He said you'd sent a letter to his address, and he'd opened it and read it. Now he knows my health information. I told The Invented Agency when I was at my last appointment in March that we'd broken up and I had a new address. I asked the receptionist to update it, and she looked like she was doing it while I stood there.

I want you to update my address properly and give me three free appointments to make up for this mistake.

WHAT WOULD FIX IT

Having my ex-partner know my medical information was embarrassing and I'm worried that he will use that against me and make me look like a bad mother.

Jane Smith-Andrews

SHOWS HARM

26 June 2026 | SHOWS THE DATE

Note

- The complaint isn't long but it is clear about what happened, how it made Jane feel, and what would fix it for her.