You can use this letter to make a complaint about a health body if your child has been referred to the specialist autism team and is still waiting for an initial assessment 26 weeks after the referral.

**Cerebra** [**LEaP**](http://w3.cerebra.org.uk/help-and-information/legal-help/ask-for-legal-help/) **Project template letter - This letter applies to Wales.**

**Letter to complain about a delay in receiving an initial autism assessment following referral to the autism team.**

Please change or delete the green text as appropriate.

[Your name]

[Address]

[Tel]

[E-mail]

[Date]

Complaints Department

(name of Local Health Board)

[Address]

Dear Sirs

**My son / daughter: [*name*]**

**Date of birth: [e.g. 12th March 2007]  
Formal complaint- initial autism assessment**

I ask that you treat this letter as a formal complaint concerning the discharge by your trust of its functions in respect of [my son/daughter]. I require the complaint to be investigated at the earliest opportunity. Although I am making a formal complaint I do not want it to delay further or interfere with any future appointments for my (son’s/daughter’s) suspected autism.

Following concerns regarding my (son’s/daughter’s) (*insert briefly here what the concerns are-* *e.g. behaviour/social interaction etc.)* (he/she) was referred by the (GP/ health visitor/SENCO) to the autism team at your health board for an assessment. The date of the referral was (insert date i.e. 1st January 2020).

The Autism Spectrum Disorder Strategic Action Plan[[1]](#footnote-1) states that “*Once a child is accepted for assessment services they should not wait more than 26 weeks from referral to first assessment appointment.”* Therefore, my (son/daughter) should have received an initial assessment by no later than (insert date i.e. 1st July 2020).

As outlined in the Strategic Action Plan, “*Timely access to assessment services is vital for families so that each child’s needs are understood and appropriate services are put in place to support them to lead fulfilling lives.”*

The delay in receiving an assessment (and in consequence a possible diagnosis) is causing our family considerable distress – and in particular *(explain here what problems (1) your child; (2) you and (3) your family are having resulting from the lack of support- e.g. sleep issues, problems at school, social issues, self-injurious behaviour, impact on any siblings/mental and physical wellbeing of your child, impact on work etc.)*

Given that we have waited (X) weeks for an initial assessment which is beyond the recommended waiting times and in light of the information above, we are requesting urgent contact from the autism team with an assessment date.

I understand that in investigating this complaint you may need to share information with other relevant parties / agencies and also to access my (son’s/daughter’s) records. I confirm that I am in agreement to you taking this action – so far as it is strictly necessary.

Yours faithfully

(insert name)

1. <https://gov.wales/sites/default/files/publications/2019-03/refreshed-autistic-spectrum-disorder-strategic-action-plan.pdf> [↑](#footnote-ref-1)