ISCAS
INDEPENDENT SECTOR
COMPLAINTS ADJUDICATION SERVICE

How to Use Artificial Intelligence Tools (AI) Safely When Writing a Healthcare Complaint

A Simple Checklist for Patients

AI tools can help you write a complaint, but they work best when you stay in control of the content. ISCAS suggests you use this checklist before sending anything.

Do This
- Read the providers complaint leaflet and **follow the guidance**
- Use AI to **organise your thoughts** or improve spelling and grammar
- Keep the focus on **your experience** (what happened, when, and how it affected you)
- Write in **plain English -** simple and clear is best
- Stick to the **key issues** you want looked into
- Check that everything written is **accurate and relevant**
- When asked to agree the *heads of complaint*, respond clearly so the process can continue

Avoid This
- Copying AI text without reviewing it
- Using legal terms or arguments unless you truly understand them and they are relevant
- Adding lots of extra points that are not part of your original concern
- Challenging the process instead of explaining your experience
- Refusing to confirm the issues being investigated - this can stop your complaint progressing

Ask Yourself Before Sending
- Does this clearly explain what I am unhappy about?
- Could someone reading this easily understand my concerns?
- Have I removed anything that sounds legal, complex, or unrelated?

Reassurance for Patients
You do not need legal language, technical arguments, or long documents for your complaint to be taken seriously. What matters most is that your concerns are:
- Clear
- Relevant
- Based on your experience

AI is a tool - not a replacement for your voice. Used well, it can help you feel more confident and organised. Used inappropriately or without review, it can accidentally make things harder.

If you are ever unsure, it is okay to ask the provider to explain what is needed next.