*\*This template letter provides a concise outline for GPs and GP practices to write to the author of offensive material on social media. If the GP or GP practice is receiving abuse which is potentially defamatory or poses a risk to the health and safety of staff members, legal advice should be sought and/or the police contacted.*

[Your name]

[Your e-mail]

Dear [Sir/Madam],

**Offensive material posted online**

I am writing to you regarding the [message(s)] which we understand that you posted on [insert website name or app] on [insert date of post]. [I attach a copy of the message(s)] OR [The message/messages can be see here [insert link]].

This medical practice considers the [message(s)] to be offensive for the reasons set out below, and we respectfully request that you remove [it/them] immediately.

1. [insert reason]
2. [insert reason]

We believe the following aspect(s) of the [message(s)] are factually inaccurate: [insert the aspects of the statement which you believe are factually inaccurate].

If the comment has not been removed within [24 OR 48 hours OR 7 days of this email (select time depending on the seriousness of the potential impact of the post)], we shall report it to [applicable social media platform] requesting that they remove it, citing the reasons referred to above, and consider additional action.

We appreciate any feedback our patients may have, good and bad. However, if you would like to make a complaint, we kindly request that you do so using our designated complaints procedure [insert link to complaints procedure or enclose relevant documents].

Thank you for your cooperation.

Yours sincerely,

[your name]