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**PRIVATE AND CONFIDENTIAL**

Insert your address and telephone number (optional)

**The Complaints Manager / The Chief Executive (name if known)**

Followed by the name and address of their organisation:

- GP
- Dental Surgery
- Hospital Trust
- Cumbria CCG

Date

Dear.....

**RE: NHS Complaint – Complainant name, Date of Birth**

I am writing to complain about the treatment I received from [names(s) of staff] at [place where incident happened/treatment received] on [date of incident/period of treatment].

**OR if you are acting on behalf of the patient**

I am writing on behalf of [insert name of patient], and I enclose their written agreement to act on their behalf. [If the patient is unable to give consent for example, if they are too young, ill or deceased, then you should explain this].

**Describe**

- What happened
- When, and
- Where

If you have a log sheet or list of events, you can attach this as a separate sheet and refer to this here. Explain what, if anything, you have already done to try to resolve matters.

**I would like the following points addressed in the response to this complaint.**

- Put the most important matters first
- Explain why you are not satisfied

# 1

## Narrative and identity: the double arrow of time

Elliot G. Mishler

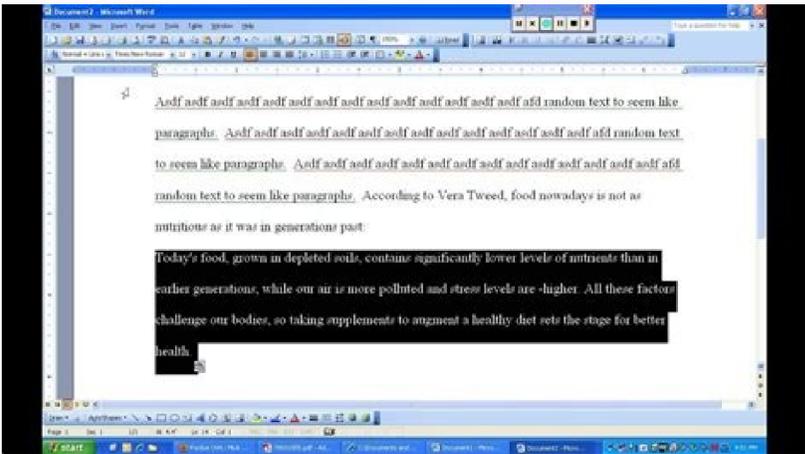
### 1.1 Introduction

The metaphor of the 'double arrow of time' points to the problem I wish to explore in this paper, namely, the implications for research and theory about identity development of two contrasting approaches to the functions of temporal order in narratives: clock/chronological vs. narrative/experiential models of time. In discussing this problem, I will draw primarily on my studies of life history interviews with craftartists and sexual abuse survivors. I will argue that more is at stake for narrative theory and research in the choice made between these two models of time than the specification of narrative structure. And, as well, that the differences are consequential for theory and research on human development, raising questions, for example, about research strategies that rely on a clock-time view of causality and on prediction as a criterion of adequacy for such studies. Further, the alternative narrative-time model underlines the importance of context in the production of narratives by showing how temporal ordering is a function of both cultural preferences for well-formed stories and the situated nature of storytelling, for example, whether elicited in interviews or expressed in the course of naturally occurring conversations. Thus, addressing problems of time and temporal order leads us to general and complex issues about relationships between context, structure, and function in narrative studies of identity.

### 1.2 Narrative/experiential vs. clock/chronological models of time

The well-known heterogeneity of narrative studies is to some degree offset by general, though not universal, consensus among

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