

SAMPLE LETTER ACKNOWLEDGING COMPLAINT

This sample letter should be sent to complainants along with the internal complaints procedure leaflet to acknowledge the complaint following your initial conversation / phone call.



[insert complainant name]

[insert address]

[insert date]

Dear [insert complainant name]

Following our earlier telephone conversation I am writing to confirm my understanding of your complaint about [insert outline of complaint].

I have attached our complaints procedure leaflet which details the procedure we will follow until we have resolved the situation with you.

We are currently investigating the circumstances surrounding the problem and you will hear from us again no later than [insert date], as agreed with you.

I would like to thank you for letting us know of your concern, and for your patience while we investigate this matter.

If you have any questions concerning this letter, or would like to discuss the complaint further, please contact myself / [insert staff name], [insert position], on [insert contact number] .

Yours sincerely

[insert staff name], [insert staff name],

[insert position]