

Date:

Ref:

## **Complaint Investigation Findings**

Dear

I am now in a position, having completed my investigation into your complaint dated \_\_\_\_\_ to report the findings.

### a) The Investigation

[Detail here what, why and how you investigated]

### b) The Outcome

[Detail here what you found and what action you are going to take to put it right. Be specific with dates of when things will be in place]

I hope that this assures you of our commitment to learn from any situations where we have not met your expectations. Should you feel that the complaint has not been dealt with to your satisfaction, please contact me as soon as possible to enable us to meet in order to try to resolve the issues outstanding.