

Date:

Ref:

Dear

I write to formally acknowledge your complaint received by this office on [insert date] I enclose a copy of our complaints policy for your perusal. The policy sets out the response times for the completion of the investigation and should there be any changes to these timescales eg. sickness or annual leave absences which might delay the investigation, you will be informed as soon as is practicable.

I will inform you, in writing of the findings of the investigation and where possible, notwithstanding the requirements of confidentiality, pertinent to the Data Protection Act 2018, will share the relevant information leading to any decisions being taken.

We take complaints of any nature very seriously and apologise unreservedly for any distress or anxiety which this situation may have caused. Please contact me on the above number if I can be of any further assistance or should you require further clarification.

Yours Faithfully

[Registered Manager]