# Complaint Acknowledgement Letter

INSERT LOGO and address

Name

Address Line 1

Address line 2

Dear <insert name>,

Thank you for your advice of <insert date> describing the problems you have been having with our Service. I understand you are concerned about <insert outline of complaint>. I appreciate your sincerity. Please accept my apologies.

We are not taking your dissatisfaction lightly. I will be using our Complaint Procedure to investigate your complaint as quickly as possible in an impartial, fair and thorough way using the steps below:

1. Investigate the complaint
2. Provide a written outcome of the investigation
3. Document the result and process
4. Offer external review
5. Implement any improvements to service practices and procedures
6. Obtain feedback about the complaint process by questionnaire
7. Track any similar complaints to rectify issues within our Service.

I will be doing my utmost to maintain confidentiality throughout this process. However in order to deal with the complaint effectively, it may be necessary to notify people directly involved. Please be assured, however, that victimisation of any person raising a complaint is unacceptable and may be viewed as misconduct.

I will be in touch shortly after completing an investigation. Please feel free to contact me if you wish to discuss the matter further.

Sincerely,

<insert name of Nominated Supervisor>

Nominated Supervisor

Ph <insert number>

<insert date>