# Complaint Acknowledgement

INSERT LOGO and address

Name

Address Line 1

Address line 2

Dear <insert name>,

Thank you for your letter of <INSERT DATE> describing the problems you have been having at work. I understand you are concerned about <insert outline of complaint>.

We are not taking your complaint 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 do my utmost to maintain confidentiality throughout this process. However in order to thoroughly investigate your complaint, it may be necessary to discuss the matter directly with the people involved. Please be assured, however, that the victimisation of any person raising a complaint is unacceptable. This behaviour would be viewed as misconduct and involve appropriate disciplinary outcomes.

More information is available in our Grievance Policy and Procedure. I will be in touch shortly after completing an investigation of your complaint. Please feel free to contact me if you wish to discuss the matter further.

Sincerely,

<Insert name of Nominated Supervisor>

Nominated Supervisor

Ph 02 9999 5555