

Our Ref: *<initials of Head of service/initials of typist/complaint reference number/01>*

Date: *<insert date>*

*Name of complainant*

*Address line 1*

*Address line 2*

*Address line 3*

*Postcode*

Dear <name of complainant>

On *<insert date>,* you wrote/spoke to *<insert name of staff member completing a complaints form>* expressing your dissatisfaction about the service provided at *<Name of Service>*

*<Name of member of staff has / I have>* (delete as appropriate) undertaken an investigation into your complaint and found the following:

*<Insert findings of investigation at stage 1>*

I hope this letter will reassure you that your concerns have been taken seriously and have been investigated in an appropriate manner. I would be grateful if you could confirm whether you are happy/unhappy with the outcome of the investigation by signing the enclosed Acceptance form.

If you are unhappy with the outcome of the investigation, please contact me and I will be happy to explain what further steps you can take.

*(NB This section can be deleted if not required) You are reminded of course that you may if you wish refer your complaint to the Care Quality Commission/Ofsted. Complaints can also be referred to the Local Authority if funded by them, or the Local Government Ombudsman*

May I take this opportunity to thank you for raising your concerns with us.

Complaints provide us with an opportunity to improve the standard of service we

provide.

Yours sincerely

<NAME>

**HEAD OF SERVICE**

**<NAME OF SERVICE>**

Encs: Acceptance Form