

Our Ref: *<initials of director/initials of typist/initials of investigating officer/complaint*

*number/03>*

Date: *<insert date>*

*Name of complainant*

*Address line 1*

*Address line 2*

*Address line 3*

*Postcode*

Dear <name of complainant>

On *<insert date>,* we wrote to you informing you that <*name of investigating officer*> would be investigating your complaint about <*Service Name*>.

*<investigating officers name>* has now concluded his/her investigation and I have received his/her report, which makes the following findings:

*(Enter details of findings in respect of each part of complaint)*

Following his/her investigation, *<name of investigating officer>* has made several

recommendations, which are intended to ensure the issues you have raised do not reoccur.

I hope this letter will reassure you that your concerns have been taken seriously and investigated in an appropriate manner.

If you are unhappy with the outcome of the investigation you can ask for a review. This request has to be made in writing to the Director within 20 working days from the date of the letter, and must give detailed reasons why you are dissatisfied with the investigation. If you supply insufficient detail as to why you are dissatisfied with the investigation your request will automatically be rejected. You will be informed of this by the Complaints Manager.

*(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 again for raising your concerns with us.

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

provide.

Yours sincerely

<Name>

**Director of (Operations/business support)**

Nugent

CC

Complaints Manager