**<INSERT ORGANISATION NAME> COMPLAINT ACKNOWLEDGEMENT LETTER**

<Your address>

<Your phone number>

<Your e-mail address>

<Your references (if any)>

<Date of letter>

<Name of Complainant>

<Address of Complainant>

Dear <insert Complainant Name>,

Re: <Complaint number>

Thank you for your letter of <insert date of letter>, which I received on <insert date of receipt – sometimes these can be quite different> bringing <insert complaint issue> to my attention. <Insert Name of Organisation> is committed to improving the care it provides to service users and I am sorry you have felt the need to make this complaint.

As I understand it, your <insert the complaint issue> is about <insert your understanding of the complaint – using bullet points for each component part as in Point 1…, Point 2…, etc. to help to clarify the complaint>. Please let me know straight away if my understanding is incorrect. I would also be happy to meet with you to discuss your concerns more fully if you would find this acceptable.

I will look into your complaint, and will provide you with a full response by <insert the date – within your timeframe e.g. 28 days>.

Please feel free to contact me at any time during this period if I can be of further assistance or you have any other points you would like to raise about this concern. My contact details are given above and I am usually available at <insert time and dates of availability, particularly if only part time>.

Yours Sincerely,

<Insert Name and Job Title>