

Dear <<insert Customer name>>

**Complaint Ref: <<insert Complaint Ref>>
Decision and Outcome**

I am writing to inform you that I have [have determined that your complaint is unfounded and no further action is required] OR [have determined that your complaint is valid and we are taking any further action at this time]

We have reached our decision as described in the attached Investigation Report.

[As a result of your complaint, we have taken the following Resolution Action(s)>>.]

I hope that you will find this decision satisfactory. If, however, you wish to appeal in accordance with our Complaints Policy, please inform me as soon as possible. I will then forward your appeal to an appropriate member of our team.

Thank you once again for bringing your complaint to our attention. Feedback is essential in enabling us to develop and improve our services and it is always valued and appreciated.

Please do not hesitate to contact us if you have any questions.

Yours sincerely,
<<Insert name and position>>

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investigating your complaint. We apologise with sincere apologies for any inconvenience caused, will [have determined that your complaint is unfounded and no further action is required] OR [have determined that your complaint is valid and we are taking any further action at this time] therefore, with apologies, not be

described in the attached

Resolution Action(s)>>.]

and that you agree with our decision. If you wish to appeal in accordance with our Complaints Policy, please inform me as soon as possible, providing as much detail as possible to an appropriate member of our team.

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questions.