

[insert organisation name/logo]

Sample Letter – Resolution of Complaint

[insert applicant name]
[insert address]

[insert date]

Dear **[insert name of person who made complaint]**

I am writing to find out if you are satisfied with the way **[insert organisation name]** handled your complaint.

Your complaint was made on **[insert date]** by **[insert means of communicating complaint]**.

You were concerned about **[insert outline of complaint]**.

As a result, we **[insert actions taken]**

Please find attached a copy of this letter for you to consider, sign and send back to us indicating whether or not the complaint has been resolved to your satisfaction.

If you have any questions concerning this letter, please contact **[insert staff name], [insert position], [insert contact number]** .

Yours sincerely,

**[insert staff name], [insert position],
[insert address].**

Sample Letter to RETURN– Resolution of Complaint

[insert applicant name]
[insert address]

[insert date]

Dear **[insert name of person who made complaint]**

I am writing to find out if you are satisfied with the way **[insert organisation name]** handled your complaint.

Your complaint was made on **[insert date]** by **[insert means of communicating complaint]**.

You were concerned about **[insert outline of complaint]**.

As a result, we **[insert actions taken]**

This letter is for you to consider, sign and send back to us indicating whether or not the complaint has been resolved to your satisfaction.

If you have any questions concerning this letter, please contact **[insert staff name]**, **[insert position]**, **[insert contact number]** .

Yours sincerely,

[insert staff name], **[insert position]**,
[insert address].

The above complaint HAS / HAS NOT been resolved to my satisfaction.

[insert name of person who made complaint] Signature: _____

Date: _____