

Template final response letter

Name and Address

Our ref [if any]

Your ref [if any]

Our contact details; e mail and phone [insert]

Date

Dear [add name]

Heading, e.g. Complaint about....

The investigation into the concerns you raised on [insert date] is now complete.

I will address each of the points as outlined in my earlier acknowledgement letter to you.

[Repeat each individual point of complaint, and follow each one with what you found in the investigation. Put this as a numbered list if there is more than one issue].

1. [Point one]

I have found that.....

2. [Point two]

I have found that.....

Outcome

As a result of your complaint we have taken the following action (if not already mentioned above).

1. [action]

2. [action]

3. etc

I would like to thank you for bringing these matters to our attention. We welcome comments from people who use our services and aim to use these to improve our services.

If you are not fully satisfied with the way we have handled your complaint you have the right to take your complaint to the Local Government Ombudsman, who you can contact at:

Tel: 0300 061 0614

Address: **The Local Government Ombudsman**
PO Box 4771
Coventry, CV4 0EH

Website: www.lgo.org.uk

Yours sincerely

Name
Job title