

[insert organisation name/logo]

## Sample Letter Acknowledging Complaint

[insert applicant name]  
[insert address]

[insert date]

Dear [insert name of person who made complaint]

I am writing to let you know that we have received your complaint about [insert outline of complaint].

We are currently investigating the circumstances surrounding the problem and you will hear from us again no later than [insert date]

Thank you for letting us know of your concern, and for your patience while we explore this matter.

If you have any questions concerning this letter, or would like to discuss the complaint further, please contact  
[insert staff name], [insert position], [insert contact number] .

Yours sincerely

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