

## Template Initial 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....

Thank you for bringing your concerns to my attention in [your email/letter/our conversation] of [insert date].

I am sorry you are not happy with the service provided by [insert name of care home/day centre]

As I understand it you are concerned that:

1. ....
2. ....
3. ....

Please contact me straight away if I have misunderstood your concerns.

I would be happy to meet with you to discuss the issues you have raised and our investigation procedures, if that would be helpful. [Suggest a date and/or provide contact details]

I am looking into the points you have made as a matter of urgency and shall be in touch with you with a full response [insert anticipated response time – not longer than 28 working days].

Please do contact me again in the meantime if I can be of further assistance. My email and phone number are given above.

Yours sincerely,

Name  
Job title