Name

Address

Click here to enter a date.

Dear Click here to enter text.

Thank you for bringing to our attention the following concerns:

1.

2.

3.

We take your complaint seriously and will investigate the matter you have bought to our attention.

I like to invite you to meet with me to discuss your complaint if you wish to do so. I offer you the following time for such a meeting:

Click here to enter a date.

Please phone me on Click here to enter text.or email me Click here to enter text.to negotiate and confirm a date.

Once we have completed an investigation into the matters you raised, you can expect to receive a letter on the outcome of the investigation by Click here to enter a date.

If we are not able to complete the investigation by that date, we will provide you with a progress report every 10 days.

We include with this letter information on our complaints processes, access to advocacy services and the Health and Disability Commissioners Complaints Guidelines.

Please contact Click here to enter text.if you have any queries.

Yours sincerely

Click here to enter text.

Signature