Name

Address

Date

Dear Title and Name

We have completed the investigation of your complaint lodged on Date. We thank you again for having bought your dissatisfaction with our service to our attention and we apologise for any distress the situation has caused you.

The results of the investigation are as follows:

1.

2.

3.

In response to the findings of the investigation we have committed to implement the following measures:

1.

2.

3.

We understand that it is sometimes easier to discuss matters face to face and we would like to offer you a meeting to discuss the outcome of the investigation with Name and designation.

If you are not satisfied with the complaints process or the outcome you can appeal by contacting Name and contact details or contact the office of the

Health and Disability Commissioner on 0800 11 22 33 or [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz).

We hope that we were able to manage your complaint to your satisfaction and are looking forward to discuss the results of the complaint with you in person.

Please contact Name and phone number to arrange an appointment.

Yours sincerely

Name and designation

Signature