

[insert organisation name/logo]

Sample Letter Updating Progress on Complaint

[insert applicant name]
[insert address]

[insert date]

Dear [insert name of person who made complaint]

I am writing to let you know of progress on your complaint about [insert outline of complaint].

So far we have found [insert findings]. We need to find more information about [insert need].

The next steps are [insert proposed actions].

You will hear from us again no later than [insert date]

Once again, thank you for letting us know of your concern.

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].