



## Northumberland County Council

[Enter Name]

[Enter House Number] [Enter Street Name]

[Enter Town/City]

[Enter County]

[Enter Post Code]

[Enter Date]

Ref: [Enter Ref number]

Dear [Enter Name]

### **Stage 1 Complaint Acknowledgement Receipt**

Your Stage 1 complaint was received on [Enter date].

I am sorry to learn that you wish to complain about [Enter complaint details].

Your complaint will be investigated and I will write to you again with the outcome of the review no later than [Enter target deadline date].

In the meantime, if you have any queries, please do not hesitate to contact me.

Yours sincerely

[Enter Name of person handling the case]

[Enter Job title of person handling the case]

[Enter Direct line telephone number]

[Enter Email Address]

[Enter Postal address]