

NORTHUMBERLAND

Northumberland County Council

[Enter Name]

[Enter House Number][Enter Street Name]

[Enter Town/City]

[Enter County]

[Enter Post Code]

[Enter Date]

Ref: [Enter Case Ref number]

Dear [Enter Name]

Complaint regarding [Enter detail e.g. Concordia Leisure Centre]

I am writing with reference to your complaint dated [Enter date] regarding [Enter complaint details].

[Enter details of your investigation along with the findings and any subsequent actions to be taken. If there is a timescales element to any resolution then this should also be included. Also, do not be afraid to apologise if we have got it wrong].

Should you have any further queries regarding this then please do not hesitate to contact me on the number below.

Should you be dissatisfied with my response you have the right to escalate your complaint to Stage 2 of the Council's Complaints procedure. To do this please write, email or use the on-line complaints form to request a Stage 2 review and your original complaint will be independently reviewed. A copy of the on-line form, together with details of the Council's Complaints procedure, is available via the internet at www.northumberland.gov.uk/say

Email: xxxxxxx@northumberland.gov.uk

Write: [Enter correspondence address]

Yours sincerely

[Enter Name of person handling the complaint]

[Enter Job title of person handling the complaint]

[Enter Direct line telephone number]

[Enter Email Address]

[Enter Postal address]