

NORTHUMBERLAND

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]

Complaint: Stage 2 Review

Your request for a Stage 2 review was received on [Enter date].

[Enter review details and outcome].

[Include the following if complaint is not upheld] If you are still dissatisfied with my response you can refer this matter to the Local Government Ombudsman who can be contacted as follows:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614

Text 'call back' to Tel: 0762 481 1595.

You may be charged by your provider for sending the text message.

www.lgo.org.uk

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]