

**[RESIDENT FIRST NAME & SURNAME**

**RESIDENT ROOM#:**

**ADDRESS\*]**

**[\*IF LEFT DETENTION PROVIDE ALT ADDRESS OR EMAIL TO WHERE THE CONTACT WAS SENT\*]**

**[DATE\*]**

Dear [Mr/Mrs Surname\*]

**COMPLAINT REF: IEDET/**

I am writing to inform you that I have received your complaint written on [DATE\*].

I have arranged for the [issue/s\*] raised to be investigated by [FIRST & NAME SURNAME\*].

We aim to complete our investigation by [DS TARGET RESOLUTION DATE OR 10-WORKING DAYS IF LOCAL RESOLUTION\*].

If, for any reason this date will not be met, we will write to you again advising you why and provide you with an update.

Yours sincerely

**[NAME/SURNAME**

**TITLE**

**PHONE/EMAIL CONTACT DETAILS\*]**

*[\* Amend/Delete as appropriate]*