

[ANNEX D

CONTRACTOR LOGO*]

[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]*