
Form – Complaint Acknowledgment letter

To: [Name of complainant or complainant's advocate]
Address: [Line 1]
[Line 2]
Date: [Insert date]

Dear [insert complainant's name],

This letter is to confirm that on [insert date] we received your complaint regarding:

- [insert brief outline of complaint]

Headway Gippsland is committed to a high quality of service and will investigate the issue to identify the cause of the issue and areas for improvement. We appreciate your feedback and apologise for any inconvenience or distress the issue may have caused. Your decision to raise a concern will not impact the continuation of the services you receive from us in any way.

With involvement from you [and your family/carer/advocate/s (if applicable)], [insert position title] will investigate what has happened, why it occurred, and recommend what we can do to prevent it in the future. We will ensure that your privacy and confidentiality is protected, and keep you informed of the process.

We will endeavour to complete our investigation within 14 days from when your complaint was received. Upon completion we will contact you regarding the outcome of our investigation, and discuss with you an agreed course of action we will take to resolve the issue and prevent it from happening again.

If, after we contact you regarding our investigation, you are dissatisfied with our handling of your complaint or its outcome, you may contact [Jenelle Henry](mailto:j.henry@headwaygippsland.org.au) via j.henry@headwaygippsland.org.au and request a review of the findings. Alternatively, you may refer the complaint to [the NDIA Commission](https://www.ndiscommission.gov.au/contact-us/makeacomplaint) via <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

If you have any concerns or would like to discuss this matter further, please contact me on [insert contact details].

Yours sincerely,

[Name]
[Contact details]