
SD – Complaint Response Letter

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

Dear [insert complainant's name],

Thank you for expressing your concerns about [insert brief outline of complaint] with us.

We sincerely apologise for the dissatisfaction you experienced with our service.

An investigation of your complaint was conducted, which involved:

- [Outline how the investigation was conducted]

[Investigating staff member] found that [explain findings/decision made about the facts of the complaint and the reasons for these].

Following our discussion of the issues, and taking into consideration the desired outcome that you have expressed, we will undertake the following [resolution/response] [outline the agreed facts of the complaint as well as the agreed upon actions to be taken by each party]:

Issue 1: [insert brief outline of complaint]

It was agreed that:

- [insert the various actions that the organisation and the client will undertake]

We hope that you are satisfied with the outcome/s of your complaint. Please let me know if there is anything further you would like to discuss.

If you are dissatisfied with the handling of your complaint or its outcome, you may contact [Jenelle Henry](mailto:j.henry@headwaygippsland.org.au) (chief Executive Officer) 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>

Headway Gippsland views all complaints as a chance to reflect on our service and make ongoing improvements to safety and quality. We apologise once again for any distress or inconvenience this matter has caused and thank you for taking the time to express your concern with us.

Yours sincerely,

[Name]

[Contact details]