**[TEMPLATE ACKNOWLEDGEMENT LETTER]**

Dear [insert name of patient or complainant here],

Thank you for your letter/email/telephone call/conversation [delete as appropriate] of [insert date here].

I write to acknowledge receipt of your complaint and to let you know that I am currently investigating your concerns. I plan to provide a response within [insert number of days here] as set out in the enclosed complaints procedure.

Yours sincerely,

[Insert your name, job title and qualifications here]

Enclosure: Complaints procedure.