***Note*: You will need to ensure you REMOVE non relevant any paragraphs, wording or highlighted sections. Refer to the ‘How to complete a Template Letter’ document on People First for help using the templates.**

 [Letterhead Details]

**Strictly Private & Confidential**

Addressee

Address 1

Address 2

Address 3

Address 4

Address 5

Ref**: *[Sender’s Initials]/ [Employee’s Initials]/ [Case Number]***

***[Date]***

Dear ***[Employee Title, Employee Name],***

**Re: Your complaint – next steps**

Following our discussion***(s)*** on ***[insert dates of all discussions],*** it is with regret that we are unable to resolve your concerns informally. Therefore, I am writing to advise you of the next steps in this matter.

Details of your concerns; our discussions to date and any interventions that have occurred, will be discussed with Senior HR management and Senior staff side, to establish the appropriate next steps with this case. There are two possible outcomes:

* They may refer your case back for further informal intervention
* **OR** the matter will be passed on to an independent manager for them to conduct a formal investigation.

If the latter, once they are appointed, they will arrange to meet with me in the first instance, so I can handover the details of the case, and be interviewed formally, including the information about my/our efforts to resolve the situation informally.

I will be in touch with you shortly, with the outcome of these discussions.

I also wanted to remind you of our Employee Assistance Programme.  The service is available 24 hours a day, 7 days a week, providing professional help to deal with work or personal issues.  If you feel you might benefit from accessing this programme you can call the 24-hour telephone line on **0800 7832808**.  Alternatively if you just wanted to find out more about it you can visit their website <https://wisdom.healthassured.org/login>. The ‘organisation code’ is MHA021261.  There is also the “Wisdom” App available on Play Store and App Store. You can activate the App using code **MHA021261**.

Should you have any questions or have any immediate concerns, please do not hesitate to contact me on***[insert phone number and e mail address].***

*All details of this process under the Dignity at Work policy should remain confidential and discussed only between those parties directly involved in the process. Contents of correspondence and case details should not be disclosed to other parties with the exception of your trade union representative. This requirement for confidentiality applies verbally, electronically, to use of social media and sharing hard copy content.*

Yours sincerely,

***[Name]***

***[Job Title]***

***[cc:] (HR Consultant supporting the case)***

***[Encl.]***