***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: Confirmation of formal written complaint**

I write to acknowledge receipt of your complaint form dated ***[letter date]*** which was received on ***[receipt date]***

I am sorry you have had cause to write to me on such a matter. I have enclosed a copy of the Dignity at Work Policy for information. This will explain to you what your options are, including where possible, trying to resolve the matter informally. We strongly recommend an informal resolution, and will support this in any way we can. Should you need any support with this, please ensure you speak to me with the details, so I can consider any follow up action I may need to take.

I will be working with ***[name, title]*** from Human Resources to ensure that you receive the appropriate support to resolve this matter informally. I would be grateful if you could keep me up to date with how this progresses. Should you not be able to resolve this matter informally, your complaint along with all of the interventions made will be discussed with a joint group (Senior HR management and Senior staff side), to establish a way forward. One of the options at this point is to formally investigative your complaint, potentially using the Disciplinary Procedure.

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 either call the 24 hour telephone line on **0800 716017**.  Alternatively if you just wanted to find out more about it you can visit their website [www.employeecare.com](http://www.employeecare.com), the ‘access code’ and ‘password’ are both 72992.

If there is anything you are unsure of or wish to seek clarification, please do not hesitate to contact me.

*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]***

***[insert phone number and e mail address]***

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

***[Encl.]*** Dignity at Work Policy