

Sample Acknowledgment Letter/Email to Complainant



MELBOURNE
ARCHDIOCESE
CATHOLIC SCHOOLS

Insert school letterhead

[Date]

Name
Address
SUBURB STATE POSTCODE

Dear Sir/Madam

RE: Acknowledgment of complaint received [insert date and POLONIOUS case number]

I wish to confirm that on [insert date] your complaint was received regarding [insert brief description of complaint details].

The matter has been referred to me to follow up on your complaint. You will be contacted at various stages of the process regarding progress of the complaint and may be invited to provide further information.

Your case reference number is [insert POLONIOUS case number].

Once the enquiry into your complaint has concluded you will be advised of the outcome in writing.

If you have any questions about this or would like to discuss your complaint further, please contact [insert name of relevant Regional General Manager/MACS Business Unit Manager] on [insert contact phone and email details].

Kind regards

[insert signature]

[insert name]

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