

Sample Outcome Letter/ Email to Complainant



[Date]

Name
Address
SUBURB STATE POSTCODE

Dear Sir/Madam

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

The enquiry into the concerns you raised on [insert date] is now complete.

I will address each of the points as outlined in my earlier acknowledgment letter to you. [Repeat each individual point of complaint or summarise the main issues, and follow each one with what the outcome was. Put this as a numbered list if there is more than one issue.]

1. [Point one] I have found that ...
2. [Point two] I have found that ...

Outcome: [If relevant or not already mentioned above – refer to Complaints Handling Policy for possible outcomes.]

As a result, the following actions have been taken:

1. [action]
2. [action]
3. etc.

[If complaint not resolved: suggestion below]

I understand that you may be disappointed in this outcome, but it is considered that the school's complaint procedure is final and no further correspondence on this issue will be entered into.

[If complaint resolved: suggestion below]

I would like to thank you for bringing these matters to our attention and trust that the matter has now been resolved.

If you have any questions about this, 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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