

Our Ref: Please Select/HIS001/41

Your Ref:

24 November 2021

&

Dear &

Re: -

Further to my recent acknowledgement of your complaint, I write to advise you of the results of my investigations and once again apologise that you felt it necessary to complain and that our service has not met our normal high levels of service.

Your Complaint

I will now summarize your complaint again to ensure that I have understood fully.

My Investigation

In order to fully investigate your complaint, I took the following steps

Following a full and independent evaluation of all the evidence,

Proposed Remedy

My proposals to resolve this matter are as follows:

I would be obliged if you would give some time to consider this letter and to decide whether the proposed remedy meets with your approval.

I look forward to hearing from you further.

Yours sincerely

**Please Select
COMPLAINTS HANDLER
PRACCTICE LTD**

