**In Confidence**

INSERT DATE e.g. 1 August 2016

Dear

**Your complaint about xxx**

We are writing further to our letter dated date. In this letter we explained we proposed to investigate your complaint and gave you until date to comment on what we proposed to investigate. The scope set out how you said the issues you had raised had impacted on you/the person you are complaining on behalf of, and what outcomes you would like us to achieve.

We are writing to confirm that we have started our investigation today. Thank you for taking the time to review our previous letter and for the comments you made on it.

Delete as applicable:

We have considered the comments you, the organisation and named person sent to us. Based on these, we have amended the proposed scope of our investigation. This is because give details. I can confirm our investigation will look at the following:

Provide the confirmed scope.

We have considered the comments you, the organisation and named person sent to us and there are no changes to our proposed scope. I can confirm our investigation will look at the following:

Provide the confirmed scope.

We have considered the comments you, the organisation and named person sent to us and we have decided not to investigate this complaint. This is because give details. Therefore we will take no further action.

**Next steps**

We will now start our investigation.

**If communication not agreed** We would like to keep you up to date with how our thinking is progressing during the investigation. If you have a preference to how this contact should take place, please let me know.

**If communication agreed** I will update you every month/week during our investigation, as agreed.

If you have any further comments or queries about this letter, please do not hesitate to contact me using the details at the top of this letter.

Yours sincerely

**Caseworker**