

## Example letter 11 – Appeal decision letter - to subject of complaint

### Personal

Date

**[Name and location of employee]**

Dear

### Appeal decision

As you are aware, a complaint was made against you by [insert name of complainant], and following investigation, the Decision Maker decided to [\*uphold/not uphold] the complaint.

[Insert name of complainant] appealed against the outcome of their complaint. I am now writing to advise you of the outcome of the appeal.

Either:

The appeal was not upheld because [*insert reasons for your decision and a brief summary of the evidence considered*]. Therefore, the original decision taken by the Decision Maker stands. This decision is final.

OR

The appeal was upheld because [*insert reasons for your decision and a brief summary of the evidence considered*]. This means the following actions will be taken to address concerns raised in the complaint [*list actions, for example*]:

- further investigation will be carried out in accordance with the Discipline procedure to establish [*complete as appropriate*]
- mediation will be suggested to [name possible participants in mediation].

If you require any support, there are a range of services available to you, including the Employee Assistance Programme. The EAP can be contacted 24/7 on [REDACTED]  
[REDACTED] You can find more information on the Cabinet Office [intranet](#).

Yours sincerely

Appeal Manager