Name

Address

Click here to enter a date.

Dear Click here to enter text.

We have completed the investigation of your complaint lodged on Click here to enter a date.. We thank you again for having bought your dissatisfaction with our service to our attention and we apologise for any distress the situation has caused you.

The results of the investigation are as follows:

1.

2.

3.

In response to the findings of the investigation we are committed to implement the following measures:

1.

2.

3.

We understand that it is sometimes easier to discuss matters face to face and we would like to offer you a meeting to discuss the outcome of the investigation with Click here to enter text..

If you are not satisfied with the complaints process or the outcome you can appeal by contacting Click here to enter text. contact details Click here to enter text.or contact the office of the Health and Disability Commissioner on 0800 11 22 33 or hdc@hdc.org.nz.

We hope that we were able to manage your complaint to your satisfaction and are looking forward to discuss the results of the complaint with you in person.

Please contact Click here to enter text.to arrange an appointment.

Yours sincerely

Click here to enter text.

Signature