*<Correspondence Reference Number>*

[and/or]

*<Webform number if received via webform>*

*<Date>*

*<Address or email>*

Dear *<insert name>*

I refer to your complaint to *<insert public service entity name>* concerning *<insert issue>*.

Your complaint has been received and it is anticipated that you will receive a response within 30 business days from the above date. If there are any potential changes to this timeframe a representative of the *<insert public service entity name>* will contact you regarding progress of your complaint and advise of an amended timeframe.

Further information concerning the *<insert public service entity name>* complaint management policy and process can be found here *<insert webpage>* or can be provided to you by contacting *<insert phone number>*.

Should you have any queries or concerns, please contact *<insert name>* on *<insert phone number>* or via email *<insert email>*, quoting the above reference number.

Yours sincerely,

*<insert appropriate agency signature block>*