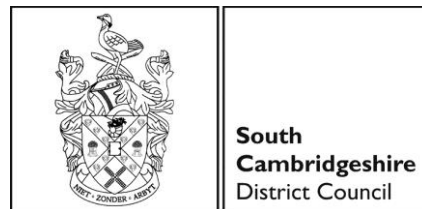


South Cambridgeshire Hall  
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Address5  
Address6  
Post Code

Our Ref:  
Your Ref:  
Date (day month year - no commas)

Corporate Area: Corporate Area  
Contact: Your Name  
Direct dial: 01954 71extension  
Direct email: [forename.surname@scambs.gov.uk](mailto:forename.surname@scambs.gov.uk)

Dear Recipient Name,

**Complaint: COMP00000**

Thank you for your recent correspondence received by this office on <insert Date>. As <insert job title> with responsibility for <insert service> your complaint has been passed to me for investigation.

<Provide details of investigation>

<Conclusion of investigation>

*If complaint is justified:*

Please accept my apologies for <insert details of events/incidents/cause of complaint>. In order to try to prevent similar issues arising in future, <insert details of corrective measures we have/will take to prevent reoccurrence>>.

*If complaint is unjustified:*

<insert details of why complaint is unjustified>.

I trust that this response addresses the issues you have raised.

Yours sincerely / faithfully

**Your Name (mixed case)**  
Your Job Title