

01/10/2018 9:31pm

Dear Mr Jones

I am writing to let you know that I am to be the designated Case Management Officer for your complaint.

My role is to administer the complaint and ensure its smooth progression through the next phase of our processes. I should explain that I will not be reviewing the complaint so won't be in a position to discuss any complaint specific queries with you. However if I can help in any other way, please do not hesitate to contact me.

Yours sincerely

R.H.

Case Management Officer