

[Addressee name]
[First line of address]
[Second line of address]
[Third line of address]
[Postcode]

DD/MM/YYYY

Dear

Complaint ref no: [DS/MC]

I am writing to you further to my letter of [DD/MM/YYYY - date of acknowledgement letter] in which I acknowledged receipt of your complaint.

I had hoped that the investigation would have been completed by this time but [insert reasons].

Unfortunately it is therefore not be possible to provide you with a response at this time but I will ensure that you do receive a reply as soon as enquiries have been completed.

Yours sincerely

Contractor

cc Detention services customer service unit