

Email templates for complaints

Safeguarding and Complaints

Centre

<https://centrethinktank.co.uk/>

Date these procedures came into effect: 01/01/2026

Date these procedures must be updated by: 01/01/2027

This document sets out what emails to send to someone who has made a complaint. It includes what emails to send to those people who have had a complaint made against them.

Who is covered by this policy? This policy applies to all members of the Centre. This includes the Administration, Spokespeople, Regional/State Chairs, ex-members of the Centre, and members of Centre Students. You can also make a complaint as a member of the public about an incident that has happened to you or someone else.

Part one

Overview



Acknowledging the report has been received (this needs to be done within 3 days)

Dear [insert name],

This is just a brief acknowledgement that I have received your complaint and that it will be dealt with within three months. The case number you should use in all emails referring to this case is [insert random number here].

You should also make sure to write down this number just in case you lose access to your email address.

If at any point during this process, you need pastoral support, then you can contact them at pastoral.care@centrethinktank.co.uk.

Yours,

[Insert your name here] (Deputy) Head of Complaints

Note: Copy and paste this into an Excel to get a random number for the case:
=RANDBETWEEN(1,10000)

Emailing the person the complaint is against to tell them that there is a complaint against them

Dear [insert name],

This is to inform you that a complaint has recently been made against you and that it will be dealt with within three months. The case number you should use in all emails referring to this case is [insert random number here]. You should also make sure to write down this number just in case you lose access to your email address.

The nature of this complaint is [Include all details of the complaint but remove all identifying details].

[only include this paragraph if the person has a position within Centre] As you currently have a position within Centre, you are now also suspended until this complaint has been dealt with.

If at any point during this process, you need pastoral support, then you can contact them at pastoral.care@centrethinktank.co.uk.

Yours,

[Insert your name here] (Deputy) Head of Complaints

Email the person the complaint is from to tell them that you are starting an investigation into their complaint

[insert case number]

Dear [insert name],

This is to let you know that I have begun an investigation into the complaint you submitted.

[insert any questions you have about the complaint that may help you to clarify the situation]

Yours,

[Insert your name here] (Deputy) Head of Complaints

Email the person the complaint is against to tell them that you are starting an investigation into their complaint

[insert case number]

Dear [insert name],

This is to let you know that I have begun an investigation into the complaint submitted against you.

[insert any questions you have about the complaint that may help you to clarify the situation]

Yours,

[Insert your name here] (Deputy) Head of Complaints

Email the person the complaint is from to let them know that their complaint is moving to the complaints committee (this will only need to be sent in an unclear case; otherwise, simply skip to the email about the result of the complaint)

[insert case number]

Dear [insert name],

This is to let you know that your complaint will now be heard by our Complaints Committee. You can either send me a statement of what happened, or you are allowed to appear in person in front of the committee if you would like to.

If you decide to appear in front of the committee in person, please remember that you can always access pastoral care, and our Pastoral Care Officer can appear with you in front of the committee if you need any support. You can contact them at pastoral.care@centrethinktank.co.uk

After this is complete, I will email you the result of your complaint.

Yours,

[Insert your name here]

(Deputy) Head of Complaints

Email the person the complaint is against to let them know that the complaint is moving to the complaints committee (this will only need to be sent in an unclear case; otherwise, simply skip to the email about the result of the complaint)

[insert case number]

Dear [insert name],

This is to let you know that the complaint against you will now be heard by our Complaints Committee, and we will arrange for you to appear in front of the committee.

Please remember that you can always access pastoral care and our Pastoral Care Officer can appear with you in front of the committee if you need any support. You can contact them at pastoral.care@centrethinktank.co.uk

After this is complete, I will email you the result of the complaint.

Yours,

[Insert your name here] (Deputy) Head of Complaints

Email the person the complaint is from to let them know the result of their complaint

[insert case number]

Dear [insert name],

This is to let you know that I have completed the investigation into the complaint you submitted.

The outcome is that [we have decided to take no further action/the person has been asked to give an apology/the person has been temporarily suspended/the person has been permanently suspended/any other result of the complaint, including training].

If you are unhappy with the result of this investigation, then you may submit an appeal.

Yours,

[Insert your name here] (Deputy) Head of Complaints

Email the person the complaint is against to let them know the result of the complaint

[insert case number]

Dear [insert name],

This is to let you know that I have completed the investigation into the complaint against you.

The outcome is that [we have decided to take no further action/you need to give an apology in writing for your actions/you have been temporarily suspended/you have been permanently suspended/any other result of the complaint, including training]. If you are unhappy with the result of this investigation, then you may submit an appeal.

Yours,

[Insert your name here] (Deputy) Head of Complaints

Ensuring these measures are kept up to date. These measures will be kept up to date to ensure our organisation can prevent mistakes from happening or learn from them if they do occur. They will be reviewed once a year, if an incident occurs or if there is a 'near miss'.

Availability of these measures. To ensure these measures are accessible to those who may need to consult them or go through the processes in this document, this document will be available on our website. A copy of this policy will also be sent to every member of the Centre when it is updated via email.

Have any ideas to make these procedures better? Let us know by submitting any ideas on the "Contact" page of our website.

Centre

<https://centrerehinktank.co.uk/>