

Email templates for minor issues

Safeguarding and Complaints

Centre
<https://centrehinktank.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 raised a minor issue and what emails to send to those people who have had a minor issue raised about them.

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

Part one

Overview



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

Dear [insert name]

This is a brief acknowledgement that I have received your minor issue 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 minor issue is about to tell them that there has been a minor issue raised about them

Dear [insert name]

This is to inform you that a minor issue has recently been raised about you and that it will be dealt with within three months.

The case number that 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 minor issue is [Include all details of the minor issue, but remove all identifying details].

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 minor issue is from to tell them that you are starting an investigation into their report

[insert case number]

Dear [insert name]

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

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

Yours,

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

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

[insert case number]

Dear [insert name],

This is to let you know that I have begun an investigation into the minor issue raised about you.

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

Yours,

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

Email the person the minor issue is from to let them know that it 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 minor issue)

[insert case number]

Dear [insert name],

This is to let you know that your minor issue will now be heard by our Complaints Committee. They will receive all of the information you originally submitted, the document outlining the original outcome of the case, and you can also send any additional information you would like them to see.

They can also consider a meeting if you would like to request one, although the decision as to whether a meeting will be held is up to them.

If they agree to a meeting, 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 with the result of your minor issue.

Yours,

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

Email the person the minor issue is about to let them know that the minor issue 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 minor issue)

[insert case number]

Dear [insert name],

This is to let you know that your minor issue will now be heard by our Complaints Committee.

They will receive all of the information you originally submitted, the document outlining the original outcome of the case, and you can also send any additional information you would like them to see. They can also consider a meeting if you would like to request one, although the decision as to whether a meeting will be held is up to them.

If they agree to a meeting, 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 with the result of the minor issue.

Yours,

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

Email the person the minor issue is from to let them know the result of their report

[insert case number]

Dear [insert name],

This is to let you know that I have completed the investigation into the minor issue you submitted. The outcome is that [we have decided to take no further action/the issue will now be moved to our complaints procedure/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 minor issue is about to let them know the result of the minor issue

[insert case number]

Dear [insert name],

This is to let you know that I have completed the investigation into the minor issue about you.

The outcome is that [we have decided to take no further action/the issue will now be moved to our complaints procedure/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, they 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.

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