



Derby City Council

<Name>  
<Address>

Team <Team>  
Our ref <Ref>  
Email <Insert Email>  
Tel <Insert Tel>  
Date <date>

Dear <Name>

**RE: Complaint Ref <REF>**

I am sorry that you feel the service offered by my team has not been satisfactory and I would like to thank you for allowing me to address these matters. We take all comments and complaints very seriously, so that we can be confident that we are offering the best service possible to all our <Families/Customers> <so would like to apologise for the delay in my response (delete as necessary)>.

Again, thank you for contacting me regarding these matters, if you are not satisfied with this response please call Customer Feedback on 01332 643498 or write to them at The Council House, Corporation Street, Derby DE1 2FS within 21 days of this response for advice on taking your complaint further. If you do not contact us within 21 days of this response the Council will take no further action in respect of this complaint.

Yours sincerely,

<Investigating Officer Name>

<IO Job Title>

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**Customer Feedback, Council House, Corporation St, Derby DE1 2FS**  
derby.gov.uk

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