



Derby City Council

Name  
Address

Team  
Contact  
Our ref  
Email  
Tel 01332 64xxxx  
Deaf people  
can text 07774 333 412  
Date

**<DELETE THIS: REPLACE ALL TEXT IN BRACKETS BEFORE SENDING>**

Dear <Insert Customer Name>

**RE: Complaint Ref <Insert Complaint Ref>**

Thank you for taking time to get in touch and I am sorry that you feel your experience of services provided by / contacting Derby City Council were/was not satisfactory. The Council takes all comments and complaints very seriously, so that we continue to learn and improve and be able to offer the best service possible to all our customers.

**<ENTER YOUR RESPONSE HERE>**

What was the problem?

What did you find?

What are we doing about it?

Was it Upheld?

I hope that you are satisfied with my response to your complaint. If you need any further clarification or explanation of what I have told you, please contact me directly on **<Insert contact number here>**.

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.

---

**The Council House, Corporation Street, Derby, DE1 2FS**  
**derby.gov.uk**

To view Derby City Council Privacy Notices please visit [derby.gov.uk/privacy-notice](http://derby.gov.uk/privacy-notice)



Yours sincerely,

<Investigating Officer Name>

<IO Job Title>