Decision letters

We recommend that decision letters include:

- Statement of the complaint (a summary agreed with the complainant at the start of the process)
- The steps taken to investigate it (by you and by others if appropriate)
- What you have taken into account for example:
  - things the complainant has said
  - information you have obtained - what and from whom (take care with confidentiality)
  - relevant authority policy/guidance
  - relevant law or standards
- Your decision and the reasons for it
- What will happen next: if action is to be taken, how, when and by whom. Don’t be shy about offering a sincere apology if that is justified

Each decision you write will differ in content but the above elements will be common to all. Basic templates to start you off can be useful and we provide some on our website.

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