**MODEL LETTER CONFIRMING OUTCOME OF INFORMAL STAGE**

**(FOR USE ONLY WHEN A MANAGER HAS HAD INVOLVEMENT IN THE**

**CASE) – COMPLAINANT**

**PERSONAL**

Dear

INFORMAL COMPLAINT: MANAGING BULLYING AND HARASSMENT

I write to confirm the outcome to the complaint(s) you have raised against <name> under the informal stage of the above procedure. I note that the nature of your complaint(s) is/are as follows:

**Enter summary of the complaint(s)**

**My Role**

It was my role to try to help you and <name> to discuss the matters that you raised and to try to find a satisfactory outcome. I undertook this role at your request as you felt you did not wish to raise the matter(s) directly with <name>.

I met with you on <date> so that you could provide me with details of your complaint(s) including the behaviour that was causing you distress and I then met with <name> on <date> to discuss your complaint(s).

**Outcome**

We met with <name> on <date> to attempt to reach a satisfactory resolution. At the meeting <name> responded to your complaint(s) as follows:

Insert summary of response to each complaint.

Following these discussions you:

Delete as applicable

confirmed that you were satisfied that the matter has been resolved at the informal stage with the resolution agreed being:

Insert details of the agreed resolution

Or

advised that you were not satisfied that the matter has been resolved at the informal stage because:

Insert details of any proposed resolutions discussed and why it was not possible to reach agreement

You therefore have the option to raise your complaint(s) through the formal stage of the procedure.

I trust this reflects your understanding of the actions taken and outcome of the informal part of the procedure.

Yours sincerely