

DATE

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Dear Sir / Madam,

Thank you for providing us with feedback; we will use this information to improve our service.

The nature of your feedback will need to be investigated by senior management prior to being posted on our feedback page. This process will take a maximum of 30 calendar days.

As you may be aware, we anonymise all information in order to protect the identities of people who do send in feedback. We will also publish the action (or actions) we've taken to rectify any issue raised.

Please check our feedback page for the resolution to the issue you raised. If you would like more information, please let us know.

Yours faithfully,

Andrew Briggs
Commissioning and Finance Manager, SEND reforms post 16