

MCRP template letters

Model Complaints
Resolution Procedure



Version

Version	Description	Date
1.0	First release of guidance	29 July 2026

Template – complaint confirmation

Dear

Following your complaint dated [DATE], I contacted you to discuss whether there was a possibility of us/me being able to resolve your complaint. However, from our discussion, it is clear that we will need to undertake an investigation to understand and respond to the concerns you are raising.

From what you have told us so far, I am of the view that your concerns are as follows:

- List of complaints

Please can you consider this list and confirm by [two working days] that you are content that I have fully understood your concerns. If I do not hear from you by [DATE], I will presume that I have correctly understood your concerns and will undertake my investigation on that basis.

If I have any questions or need any clarification, I will contact you during my investigation.

When I have completed my investigation, I will provide a detailed written response no later than [DATE].

I would like to take this opportunity to say I am sorry that you have needed to raise a complaint. I/we always strive to provide the best possible customer service. I can assure you that I will carefully investigate your concerns and, if needed, see what I can do to put things right. Whatever the outcome of my investigation, we will record your complaint and take any necessary action to ensure such an issue does not arise again.

Yours & c...

Template – Early Resolution Agreed

Dear

Thank you for your complaint of [DATE]. I/we recognise that raising a complaint can be difficult, and I/we appreciate the opportunity to work together to resolve your concerns so that we can move forward on a positive note. I would also like to assure you that we take all complaints seriously and will record both your concerns and our actions to ensure we learn from the feedback we get, so that we can continue to improve the service we provide.

As you are aware, following your complaint, I contacted you on [DATE] to discuss your concerns and see what we could do to put it right. I'd like to thank you for taking the time to discuss those concerns with me, and I am very pleased that we were able to reach an agreed resolution. The purpose of this letter is briefly to confirm our discussion and what we agreed.

We agreed that your concerns were:

- [brief list of complaints]

Following our discussion, I accepted that there were some things we/I should have done better, and I am sorry that the level of service we have been providing/have provided did not meet our usual high standards.

OR

Following our discussion, I explained that, whilst I understood your concerns, I did not consider that the service provided was unreasonable. Thank you for giving me the time to explain our position.

Having considered your concerns, we agreed that we will take the following action/steps.

[OPTIONAL PARAGRAPHS, CAN USE MORE THAN ONE]

Option 1: remedy for impact (poor service)

As I recognised that there were some aspects of our service where I/we should have done better, I agreed to pay you [£xx] to recognise the impact that my/our service failings have had on you.

As agreed, I have reduced our next invoice by that amount/sent a payment to your nominated bank account.

Option 2: goodwill gesture (no poor service)

Whilst I do not agree that our service was unreasonable, I explained to you during our conversation that I appreciated your concerns, and as a result wanted to offer a gesture of goodwill to recognise the circumstances that had led to you raising a complaint.

As agreed, I have reduced our next invoice by that amount/sent a payment to your nominated bank account.

Option 3: costs-based remedy

As I recognised that there were some aspects of our service where I/we should have done better, I offered to reduce our next invoice/costs by [£xxx or %] OR provide a credit note for [£xxx] OR provide a refund of [£xxx]

Option 4: payment for costs incurred/losses

During our conversation you explained that as a result of [brief overview of issue], you had incurred an additional cost/suffered a loss. You have provided confirmation of the details of that amount, and we have agreed to make a payment for [£xxx].

Option 5: agreed to do work/do something differently

As I understand that your concern was [brief overview of issue], we agreed that we will [brief overview of action]. You were happy that by taking this action that would address your concerns and allow us to continue to work together effectively.

Option 6: no remedy or specific action

During our discussion I explained [brief overview of explanation], and you agreed that as you now understood the position that this was sufficient to resolve your concerns.

CLOSING

As we have agreed to a resolution, I am now closing your complaint. I very much hope that you have no further cause to raise any concerns, but should you have any further issues, please do not hesitate to raise these in the same way you have raised this one.

In line with our standard process, I am providing details of the Legal Ombudsman below. However, as we have reached an agreed resolution, please be aware that if you did decide to escalate your complaint at a later date, that it is possible the Ombudsman may not agree to accept your complaint as a result of the agreed resolution between us.

If you do decide to escalate this complaint, you must raise your complaint with the Legal Ombudsman within six months of this letter, and not later than:

- one year from the date of the act or omission you are complaining about; or

- one year from the date when you should have realised that there was cause for complaint.

Here are the contact details for the Legal Ombudsman:

Website: www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

Address: PO Box 6167, Slough SL1 0EH

Telephone: 0300 555 0333

Yours & c...

Template – evidence needed

Dear

Following your complaint dated [DATE], I contacted you to discuss whether there was a possibility of us/me being able to resolve your complaint. However, upon discussion it is clear that we will need to undertake an investigation to understand and respond to the concerns you are raising.

I then wrote to you on [DATE] to confirm the complaints I would be investigating.

I have now started my investigation, and it has become clear that I need some [INFORMATION/DOCUMENTS] from you:

- Specific information or evidence of

Please provide this information by [DATE].

I am very keen to be able to fully investigate your concerns, and if necessary, make an offer to resolve your concerns. I would therefore very much appreciate you providing the requested information to enable me to do the best possible job of responding to your complaint.

If I do not receive the requested information by the date set out above, I will continue my investigation on the basis of the information I have available to me, but you should note that this may mean I am unable to fully address all of your points. However, I will of course do my best to provide a full and substantive response.

Yours & c...

Template – Managing Unreasonable Behaviour

Dear

As service providers, we regularly deal with people who are going through difficult and stressful situations. When things go wrong, it is therefore natural that tensions can rise. Anyone who believes that they have been let down by their legal service provider is likely to be upset, and that can mean challenging communication.

People can also act out of character. There might have been upsetting or distressing circumstances leading up to a complaint, too, and we always take that into account when we hear from unhappy consumers.

We believe that all complainants have the right to be heard, understood and respected. Our staff have the same rights.

As our staff should be polite and courteous in their dealings with you, we expect the same of you in your dealings with us. Aggressive or abusive behaviour, unreasonable demands or unreasonable persistence are not appropriate, and no one should have to deal with that.

Your most recent contact with us [DETAILS HERE] falls short of these standards.

We want to work with you to resolve your complaint and, to achieve that, we need to work together. We will continue with our complaints process and the next stage of that is [DETAILS]. [EXPLAIN WHAT HAPPENS NEXT AND WHEN THEY WILL HEAR NEXT FROM YOU].

If we experience continued unreasonable contacts, we may not continue to correspond with you.

Yours & c...

Template – Final Response to Complaint (Full Investigation)

Dear

Our final response to your complaint

You complained to us on [DATE] and [NAME] contacted you on [DATE] to discuss the details of your complaint. As we were unable to resolve things with you then, [NAME] followed our complaints procedure and passed the matter to me, for a full investigation.

The issues I have agreed to investigate:

1. That we failed to...
2. That we did not...
3. That we did...and should not have
4. ...

I have now completed my investigation into your complaint about the service you have received from [ME/US]. Having done so, my conclusion is that our service [was of a reasonable standard and I am not proposing a remedy / fell short of a reasonable standard and I am proposing a remedy of...].

My assessment

I will go through the issues in turn.

1. That we failed to...

[Details of:

- complainant's position
- any comments you can make about general expectation of a reasonable service – what would you assess as reasonable?
- what evidence you've seen
- what you find and why
- finish with a clear line on whether you uphold this issue of the complaint]

2. That we did not...

3. ...

My findings

Having considered the evidence, my findings are [SHORT SUMMARY – CONFIRM COMPLAINTS UPHELD, NOT UPHELD OR PARTIALLY UPHELD]

[IF A REMEDY

Remedy

As I have decided that our service should have been better on [DETAIL OF ISSUE or DESCRIPTION OF EVENT], I have also reflected on the effect of this on you.

From what you have told us [AND ME, IF YOU HAVE SPOKEN], I recognise that [DESCRIBE DETRIMENT – FINANCIAL AND/OR EMOTIONAL].

I have looked at the Legal Ombudsman's guidance on **remedies** and my assessment is that a fair remedy is [X] because [DETAIL].

I am sorry that our service has left you feeling as you describe, and thank you for telling us how you feel, because it has helped us look to put things right.

Please let me know whether you are willing to accept this as a resolution to your complaint. [EXPLAIN ANY PRACTICAL CONSEQUENCES – AMOUNT OWING FROM AN OUTSTANDING BILL? RECEIVE COMPENSATION IF PROVIDE BANK DETAILS]]

[IF NO REMEDY]

Our service

We know that there will be things in any service that could be improved, and we're always grateful to people who help us do so.

I recognise that this is not the outcome you wanted. Whilst I consider that our service in your case was of a reasonable standard and therefore no remedy is required, I want to assure you that we will reflect on what you have told us and that will help us continue to develop the work we do.

The Legal Ombudsman

The Legal Ombudsman investigates complaints about the service consumers have received from their service provider and it works to resolve the situation.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first.

You have now done this and our process is now at an end.

If you do not accept the outcome in this final response and want to take the complaint further, you must raise your complaint with the Legal Ombudsman within six months of this letter, and not later than:

- one year from the date of the act or omission you are complaining about; or
- one year from the date when you should have realised that there was cause for complaint.

Here are the contact details for the Legal Ombudsman:

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Although there are alternative dispute resolution schemes to the Legal Ombudsman, those require the agreement of both parties, and we generally don't agree to using those schemes.

[ANY CLOSING REMARKS, INCLUDING PERSONAL REFLECTIONS]

Yours & c...

Template – No Further Response

Dear

Thank you for your [EMAIL/LETTER/CALL] of [DATE].

The last stage of our complaint procedure was my letter of [DATE] (copy enclosed). In it, I [BRIEF SUMMARY OF CONCLUSION – “accepted we didn’t do...” / “offered to...” / “explained my views that X acted reasonably because...”].

To take the matter further, you may complain to the Legal Ombudsman, whose contact details are at the end of my last letter. You should note that the time limit for responding is six months from the date of my letter of [DATE].

I am sorry that we couldn’t resolve your complaint. Whilst I note from your response that you don’t agree with my conclusions, I won’t be responding further, and our process is now at an end.

Yours & c...