Standard Letter  
for use by

**Complaints Managers**

in assigning  
**Reviews of Complaints**

**Correspondence should be typed on HSE headed paper and personalised as appropriate.**

# Letter from Complaints Manager to Review Officer assigning complaint for review

*[Insert complaints manager’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private & Confidential**

*[Insert review officer’s name and address]*

Dear *[Insert review officer’s name]*

I wish to inform you that you have been appointed as the Review Officer to examine the request for review from the above named.

I am enclosing herewith a copy of the request received from *[insert review requester’s title and name].*

I would be grateful if you could write to *[insert review requester’s title and name]* acknowledging receipt of this request and advising *him/her* of the timeframes in relation to carrying out the review.

I would also be grateful if you could forward a copy of the outcome of your review to this office.

Thank you for your assistance.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Complaints Manager

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>