[***Today’s date***]

**Private and Confidential**

Dear [***Insert Name***]

**Receipt of Grievance**

I am writing to confirm receipt of your **[**letter**] OR** **[**email**]** of [***insert date***] regarding your formal grievance about [***insert details of the grievance that has been raised***]

The Company will now arrange an investigation of your grievance in accordance with the Company’s grievance policy, a copy of which is enclosed. The Company will hold a formal grievance meeting with you after the investigation is concluded.

As part of the investigation, the Company may have to interview potential witnesses and/or review documents. The grievance will be kept as confidential as possible and every witness will be told not to discuss this matter, although they will be informed that a grievance has been raised.

No decision will be taken about your grievance until the investigation is complete and your complaints have been discussed at a formal grievance meeting.

If you have any questions or concerns before the formal grievance hearing, please contact me.

Yours sincerely

[***Insert Name and Job Title***]

[***Insert name and address of recipient***]

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