Free Adjustment Letter Samples

Dear Mr./Mrs./Miss.

Thank you for your letter of (Date). I was sorry to learn of your mother’s passing and appreciate that this must be a difficult time for you and your family. Please accept my sincere condolences.

An investigation of your concerns regarding your mother’s medical care has been undertaken by ----------, Job Title. The outcome has been shared with me.

I understand that Mrs ---------- was … (Thorough explanation, going through the details with clarity, honesty and compassion e.g. Please be reassured that …)

I hope that we have been able to fully address all your concerns. If you have any queries arising from the above then please do not hesitate to contact on ----------. I understand that you have declined the initial offer of a meeting but if, having considered the response, you feel it would be helpful to meet with the manager of the service then please do not hesitate to contact --------------. She will be able to arrange a mutually convenient time for you and your family to discuss any outstanding issues you may have.

Sincerely,

Name

Contact No: