# Sample letter: for taking a specific action

For use when a person’s engagement is continuing to have a negative impact or use an unfair or disproportionate amount of time and resource after attempting to de-escalate the situation.

Dear [person’s name]

I am writing further to the letter I sent on [insert date of de-escalation letter]. I explained that to help us continue investigating your complaint, I needed you to [insert details of the actions that the person was asked to take].

Since then, I note that [insert specific details of the continued type and number of engagements that are still causing problems]. This is continuing to take up a lot of our time and resource and [insert details of any additional impact the engagements are having on you/colleagues]. It is also making it very difficult for us to investigate your complaint and provide a good service to you and others who have complained to us.

To help with this situation and make sure we can continue investigating your complaint, I propose that [insert details of the specific action that will be taken and for how long. You should also include details and dates of any review of the situation].

I hope you are happy to agree to this action. If you are not, you can write to [insert contact details of senior leader/manager responsible for reviewing such decisions] to ask for a review of the decision and explain why you think the proposed action is unfair.

Yours sincerely