# Sample letter: for de-escalating the situation

For use when a person’s engagement is using an unfair or disproportionate amount of time and resource.

Dear [person’s name]

I am writing about your recent [conversation(s)/email(s)/letters(s), etc. with/to me/my colleague].

I understand you are very concerned about [insert brief details of subject of the complaint] and want answers as soon as possible. We are doing our best to deal with your complaint as quickly as we can.

But I wanted to let you know that dealing with [insert details of the type and number of engagements that are causing the problem] is taking up a lot of our time and resource. It is also [insert details of any additional impact the engagements are having on you/colleagues]. This is making it very difficult for us to continue investigating your complaint and provide a good service to you and others who have complained to us.

To be fair to you and everyone else, and to make sure we can progress your complaint as quickly as possible, I am asking that you [insert details of action that you would like the person to take]. If you are not prepared to do that, we may have to limit our communication with you in some way or even stop considering your complaint.

I hope you are happy with this arrangement for you and we can now move forward together and get the answers you are looking for to resolve your complaint.

Yours sincerely