# Sample letter: for proposing a communication agreement

For use when a person’s engagement continues to 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 we make a communication agreement together. This is so we are both clear about what we can expect from each other and treat each other with respect.

If you are happy to discuss this in a meeting or telephone call, please let me know. We can arrange a convenient time to discuss what you would like to include in the agreement and I can share what we would like to include.

Or you may prefer to write to me with your ideas and suggestions.

Once we are both happy with the agreement, we will sign it. We can also agree any review dates for the agreement and what will happen if it is not followed.

Yours sincerely