**Outcome letter example**

This letter is an Appendix in the Victorian Ombudsman’s *Complaints:* *Good Practice Guide for Public Sector Agencies* (2016).

[www.ombudsman.vic.gov.au/a-good-practice-guide-to-handling-complaints](http://www.ombudsman.vic.gov.au/a-good-practice-guide-to-handling-complaints)

This is a fictional letter that incorporates the elements of a good outcome letter. It takes a receptive attitude to feedback.

Remember there is no ‘one size fits all’ response to every complaint, and tailor your letters to suit each complaint.

Dear Ms Citizen

**Your complaint about your fine**

Thank you again for your email dated [*date*] about the service you received from one of our enforcement officers and her refusal to revoke your fine.

You complained that the officer refused to withdraw the fine even though you provided evidence that you did not commit the offence, and that she was rude and unhelpful.

We welcome feedback about our service and I would like to thank you for taking the time to contact us.

After reading your email, I considered the *Infringements Act 2006*(Vic) which sets out the law on infringements, and our internal policies. I also spoke to the officer involved.

Unfortunately, our enforcement officers are not able to revoke fines once they have been issued. The enforcement officer advised me that she was trying to explain this to you and did not intend to be rude or unhelpful.

The senior review officers in our Appeals section can review and revoke fines, and I have forwarded your letter to them for consideration. If you have any additional evidence to provide, you can send it to the Appeals section by writing to [*address*] or emailing [*email address*].

I hope this resolves your concerns about what happened. If you have any questions, you are welcome to contact me on [*phone number*].

If you are not happy with my response, you can seek an internal review by writing to our Chief Executive Officer.

Alternatively, you may wish to complain to the Victorian Ombudsman at www.ombudsman.vic.gov.au/make-a-complaint or by calling (03) 9613 6222 or 1800 806 314 in regional areas.

Yours sincerely

Li Adams  
Customer Service Office