**Template – Informal Process Notification email**

Dear [Name of Complainant/Respondent],

I wish to inform you that after considering all documentation and correspondence regarding the complaint submitted by [Name of Complainant] against [Name of Respondent] on the [Date] the informal process has been deemed suitable to resolve this matter.

The CDC have appointed [Name] as the intermediary to seek a resolution between both parties. The intermediary will be in contact with both parties to arrange a suitable time to meet.

If you have queries in relation to this matter, please contact me by return email.

I can confirm that all members of the CDC have declared no interest in the outcome of the complaint.

Kind regards,

X