Dear Mrs xxxxxxxxxxx

Thank you for your letter of 12 June 2009. I was sorry to learn of your mother’s passing and appreciate that this must be a difficult time for you and your family. Please accept my sincere condolences.

An investigation of your concerns regarding your mother’s medical care has been undertaken by xxxxxxxxxx, Job Title. The outcome has been shared with me.

I understand that Mrs xxxxxxxxxxx was … (Thorough explanation, going through the details with clarity, honesty and compassion eg Please be reassured that …)

I hope that we have been able to fully address all your concerns. If you have any queries arising from the above then please do not hesitate to contact xxxxxxxxxxx on xxxxxxxxxxx. I understand that you have declined the initial offer of a meeting but if, having considered the response, you feel it would be helpful to meet with the manager of the service then please do not hesitate to contact xxxxxxxxxxx. She will be able to arrange a mutually convenient time for you and your family to discuss any outstanding issues you may have.

STADARD CLOSING PARAGRAPHS