Dear Sir/Madam,

On [insert the date] we received the written complaint of Mr/Ms [insert the name of the complainant] which is registered under number [insert the number]. The complaint will be processed by [insert the name of the ADR body]. The complainant has been informed of its admission.

[*optional*] The complaint will be dealt with under the following procedure: [insert a brief explanation of the procedure]

The complainant will be informed about any decision taken in accordance with the rules of procedure.

Yours faithfully,

[insert the name]