Dear Sir/Madam,

On [insert the date] we received the written complaint of Mr/Ms [insert the name of the complainant]. Please be informed that [insert the name of the ADR body] will not be able to process the complaint, because [insert the reason].

The competent ADR body to process the complaint in [insert the name of the country] is [insert the name of the competent body]. The complaint [choose: has been/has not been and will not be] transmitted to the competent ADR body. The complainant has been informed about this.

Yours faithfully,