Dear Name,

I’m writing to acknowledge receipt of your email to the Department of DEPARTMENT/whoever it was sent to, received on DATE.

We’re currently looking at your query/complaint informally as a first stage of consideration, and your point of contact will be NAME, EMAIL.

I will aim to respond to your query within NUMBER OF WORKING DAYS, however, if there is any delay you will be contacted. We’ll do our best to balance a prompt response with proper consideration of the points you’ve raised, so please do bear with us.

We do recognise that the Covid-19 pandemic and the impact on your University experience is likely to be a source of concern right now. While we are giving consideration to your query, we’d recommend reading through the [University’s Coronavirus pages](https://www.manchester.ac.uk/coronavirus/). This includes the Covid-19 daily statistics, FAQs covering a wide variety of topics, and guidance on safety and wellbeing.

In the meantime, you may wish to seek support or advice from either the [Students’ Union Advice Service](https://manchesterstudentsunion.com/advice) and/or the University’s [Student Support team](http://www.studentsupport.manchester.ac.uk/study-support/complaints/http:/www.studentsupport.manchester.ac.uk/study-support/appeals/). I have also attached a document outlining sources of support.

Kind regards,