

Dear <<insert Customer name>>

Receipt of Complaint

Thank you for your [<<insert [telephone call] of <<insert <<insert basic details of compl

email, complaint form>>] **OR** of your complaint concerning

I am sorry to learn that you a subject matter of complaint>> now in the process of investiga

having problems with] <<insert considered carefully and we are

Please take note of your Complaint Reference>>. This is a unique to track it. Please remember communications concerning yo

Reference: <<insert Complaint Reference>> your complaint and will be used Complaint Reference in any

Your Complaint Handler will be your point of contact while Complaint Handler>>'s contact

position]>>. [He] **OR** [She] will g handled. <<Insert name of

Telephone Number: << Email Address: <<inse [Postal Address: <<ins

[and extension]>>

We aim to investigate all com our investigation within <<inse note, however, that the pro reasonable control or if your co

provide a written outcome of n 15 working days>>. Please due to reasons beyond our plex.

We may contact you during questions or wish to provide a your Complaint Handler.

information. If you have any ease do not hesitate to contact

Please also find attached [a Complaints Handling Proced handled.

] our Complaints Policy [and how your complaint will be

Yours sincerely, <<Insert name and position>>

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