

Dear <<insert Customer name>>

**Complaint Ref: <<insert Complaint Ref>>
Request for Further Information**

I am writing in relation to your complaint regarding <<insert brief description>>.

Thank you for the information you have provided. We are in the process of investigating your complaint and are grateful for further information concerning <<insert details of complaint>>.

I ask that you please supply the information requested in order that we can continue dealing with your complaint as quickly as possible within the original time frame. Please note that if you do not supply the information requested quickly, the resolution of your complaint may be delayed.

If you are unable or unwilling to supply the information requested, please let me know as soon as possible. We will still use the information requested [, however, we cannot guarantee that we will be unable to do so].

Please do not hesitate to contact me if you have any questions. I look forward to hearing from you.

Yours sincerely,
<<Insert name and position>>

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