

Dear <<insert Customer name>>

**Complaint Ref: <<insert Complaint Ref>>
Receipt of Appeal**

Thank you for your [<<insert method of contact>>] OR
[telephone call] of <<insert date>>
concerning <<insert basic details of complaint>>

I am sorry to learn that you are

Your Appeal Handler will be <<insert name of Appeal Handler>>
your point of contact while your appeal is being reviewed.
Appeal Handler>>'s contact details are:

Telephone Number: <<insert telephone number>>
Email Address: <<insert email address>>
[Postal Address: <<insert postal address>>]

We aim to consider appeals of this type within <<insert period no longer than 10 working days>>. Please note, however, that the process may be delayed if your complaint is unusually complex or if you have not provided all the necessary information.

We may contact you during the review process if we have any questions or wish to provide additional information. If you have any questions or wish to provide additional information, please do not hesitate to contact your Appeal Handler.

Yours sincerely,
<<Insert name and position>>

email, complaint form>>] OR
outcome of your complaint

on in this matter.

on]>>. [He] OR [She] will be
reviewed. <<Insert name of

[and extension]>>

of the outcome of our review
>. Please note, however, that
ur reasonable control or if your

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