

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. I am in the process of investigating your escalated complaint and will be most grateful for further information concerning <<insert description of information requested>>.

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

If you are unable or unwilling to provide the information requested, please let me know as soon as possible. I will still use all the information I have to resolve your complaint without the information requested [, however, I cannot guarantee that I 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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