Dear <<insert Customer name

Complaint Ref: <<insert Con
Appeal Decision and Outcor

I am writing to inform you tha   investigating your escalated
complaint. We **[**have determin   lid and, with sincere apologies
for any inconvenience caused   n described below**] OR [**have
determined that the original c   int was the correct course of
action and will therefore contir   inally chosen (as summarised
below).**]**

We have reached our dec   described in the attached
Investigation Report.

[As a result of your complaint,   on of Resolution Action(s)>>.**]**

Our internal complaints proced   usted.

Referral to Ombudsman

I hope that you will find this o   y and that you agree with our
decision. Nevertheless, I woul   unity to remind you that we are
a member of **[**The Property   man Services: Property**] [**The
Property Redress Scheme**]**.   d with the outcome of your
complaint you may refer the n   e within six month of the date
of this letter.

The Ombudsman's role is to   ts. The service is free to use
and is independent. The O   wer to require an agent to
apologise, provide an explana   take practical steps to remedy
the problem or pay a sum of   e Ombudsman's decision it is
binding on us and we must pu   at is required. You can decline
the decision if you want to and   or charged.

For details of their complaint a   chanisms please contact them
by post at <<insert address>   sert telephone number>>, by
email at <<insert email addres   at <<insert URL>>.

[Referral to Professional Reg

I can also confirm that we are   me of professional body>>**]**. If
you have a complaint regardir   of conduct you may refer the
matter to them. For details c   onflict resolution mechanisms
please contact them by pos   >, by telephone on <<insert
telephone number>>, by ema   ess>>, or via their website at
<<insert URL>>.**]**

Thank you once again for brin   tention. Customer feedback is
essential in enabling us to de   omer service and it is always
valued and appreciated.

Please do not hesitate to conta   uestions.

Yours sincerely,

<<Insert name and position>>