## private and confidential

Complainant

Address

Date:

Dear,

RE: Your COMPLAINT (subject)

Sadly, it is clear from recent correspondence that you are dissatisfied with the service we have provided.

In line with the regulations under which we operate, we are treating this matter as a complaint.

As you know, we have already begun an investigation into the matter, and indeed have asked you for some income related information to assist us in this regard.

I enclose our standard complaints procedure for your information.

We will now begin our investigation into your complaint and will respond in due course with our findings.

Please note we are unlikely to be able to complete our investigation until we have received the information that we have requested from you.

Yours sincerely