

Appendix ii – Acknowledgement Letter *(send within 5 business days)*

Customer Name

Address 1

Address 2

Address 3

Address 4

Post Code

Date:

Our ref: *[file number]*

Dear *[customer name]*,

Complaint relating to: *[brief details]*

Thank you for taking the time to bring the following details to our attention:

Full details of complaint

Your complaint has been assigned to *[name of staff member]* who will be responsible for investigating your complaint. They will keep you updated on a regular basis.

I have enclosed a copy of our Customer Complaints leaflet which outlines the process and provides you with all the relevant information so you can contact us easily.

If you have any questions please do not hesitate to get in touch.

Yours sincerely,

[Name]

Customer Complaints Manager

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