

Appendix iii – Ongoing Communication Letter

(send as appropriate but at least every 10 work days and at 4 weeks)

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]*

I am writing to update you on the progress of your complaint. Since we last communicated we have taken the following action:

Full details of actions/outcomes

The investigation into your complaint is still ongoing but we hope to conclude the matter to your satisfaction soon.

I will update you again by *[date]* but, in the meantime if you have any questions please do not hesitate to call me on 01943 968221.

Yours sincerely,

Melissa Brown
Customer Complaints Manager