

Appendix iv – Summary Resolution Letter (*send if complaint has been resolved within 3 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

We now consider your complaint to be fully resolved as per our conversation/ emails/ discussion on DD/MM/YYYY.

If you decide that you are unhappy with the resolution we have provided, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date of this letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

For more information, please visit the Financial Ombudsman Service website <http://www.financial-ombudsman.org.uk/>

Yours sincerely,

Melissa Brown
Customer Complaints Manager

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