

Appendix ix – Complaint Referral Letter *(send within 5 business days where the responsibility for the complaint lies jointly with us and a 3rd party)*

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

Upon investigation, it has come to light that the responsibility for resolving your complaint lies both with us and with (INSERT 3RD PARTY NAME) due to (INSERT DETAILS).

We have forwarded your complaint on to them and they will be in contact with you in due course. In the meantime, if you wish to contact them, you can do so on (INSERT CONTACT DETAILS).

We believe that we are responsible for resolving the following points from your complaint:

LIST POINTS

Your complaint has been assigned to *[name of staff member]* who will be responsible for investigating the above points to 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,

Melissa Brown
Customer Complaints Manager