

Appendix vii – Response Letter - *Not resolved, Send at 8 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 in relation to the complaint you raised on DD/MM/YYYY, the details of which are as follows:

Brief details of complaint

Unfortunately, we are still investigating your complaint and therefore we are not in a position to issue our final response. We expect to be in a position to do this by DD/MM/YYYY.

You may now refer your complaint to the Financial Ombudsman Service as your complaint has remained unresolved for 8 weeks.

I have enclosed with this letter a copy of the Financial Ombudsman Service's explanatory leaflet. For further information you can visit their website <http://www.financial-ombudsman.org.uk/>

Yours sincerely,

Melissa Brown
Customer Complaints Manager