**Acknowledgement Letter**

This should be sent promptly. COBRA recommends that five business days is used as a guide.

Complainant Name

Complainant Address Date

Dear (Complainant)

**Reference: Complaint**

This letter acknowledges your (written/oral) complaint in relation to the above which was received by ourselves on (Date).

Our understanding of your complaint is a follows: -

(Insert a description of the complaint and your understanding of the complaint)

We would be grateful if you could advise us in writing if we have not accurately interpreted your dissatisfaction. Otherwise we shall proceed to investigate the case according to the above understanding.

We would normally wish to complete an investigation within 8 weeks from receipt of the complaint. If we fail to complete the investigation within this prescribed time limit then you may refer your complaint to the Financial Ombudsman Service (FOS) further details are available from this office upon request or by visiting the Financial Ombudsman Service Website <http://www.fos.org.uk/>

(Company Name) promotes high standards of customer service and will undertake to:-

* Investigate your complaint objectively
* Keep you informed of the progress of our investigation
* Write to you on completion of the investigation to inform you of the outcome

Your complaint is being handled by (insert name, job title and contact details if relevant).

A summary of our complaints handling procedures are enclosed for your attention.

Please rest assured that this matter will receive our urgent attention and we will attempt to resolve it as soon as possible.

Yours sincerely

(Person dealing with the complaint)