

[Contractor logo]

[Addressee name]
[First line of address]
[Second line of address]
[Third line of address]
[Postcode]

DD/MM/YYYY

Dear

Complaint ref no: [DS/MC]

I am writing to inform you that I have received the complaint written by you on [DD/MM/YYYY].

I am arranging for the issues you have mentioned to be investigated by [manager, contractor].

We will aim to complete our investigation by [DD/MM/YYYY – DS target resolution date].

If, for any reason this date will not be met, we will write to you telling you the reasons why and what will happen next.

Yours sincerely

Contractor