



PROPERTY
SOURCING
COMPLIANCE

Address line 1
Address line 2
Address line 3
Postcode

1st September 2017

Dear, first last name

RE: Subject line to go here

I write further to our email/letter dated **(date here)** in response to your complaint against (company name).

You have raised the following issues for us to investigate:

- A
- B
- C
- D

I have reviewed the files, interviewed the members of staff involved and can now report that **(detail to go here)**

Explanation of the outcome of the investigation

I hope that I have now been able to resolve the matter to your satisfaction. If, however, you remain dissatisfied, you should write to my colleague (Director Name) setting out the reasons why you disagree with my initial investigation. A detached review of the complaint will then take place and we will issue you with our final position on the matter.

Sincerely

Tina Walsh
Title



tina@propertysourcingcompliance.co.uk



www.property sourcing compliance.co.uk



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