



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]**

Thank you for your email/letter dated **[date here]**, in response to our initial investigation into your complaint.

I understand that you remain dissatisfied with our position. Having thoroughly considered the correspondence to date, I understand your specific complaint to be:

- A
- B
- C
- D

I have carried out the following investigation:

Based on the evidence available to me, I have concluded that **[detail to go here]**

This represents the final viewpoint of **[Company Name]**. I do hope that I have been able to resolve the matter to your satisfaction. If however, you remain dissatisfied, you have the right to refer your complaint to **[Name of Redress Scheme Member of]**, details of which can be found below.

Name and address of Ombudsman Scheme

Website of Ombudsman

Please be aware that you have up to 12 months from the date of this email/letter to refer your complaint to the Ombudsman in writing, although it is preferable that you do so as soon as possible if you wish to pursue this matter further. I have enclosed **[Ombudsman registered with]** Consumer Guide leaflet for your information.

Sincerely

Tina Walsh

Title



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www.property sourcing compliance.co.uk



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