



PROPERTY
SOURCING
COMPLIANCE

Address line 1
Address line 2
Address line 3
Postcode

1st September 2017

Dear, first last name

Firstly, thank you for taking the time to bring the following issue(s) to our attention:

- A
- B
- C
- D

Your complaint has been passed to (Name) to carry out an investigation into the issues that you have raised.

As per our complaints procedure, we will endeavour to provide you with a full written response/report within the next fifteen (15) working days, if we are unable to do so, we will of course advise you accordingly and provide a timescale for a response.

On a personal note, I am sorry to hear of the difficulties that you have encountered whilst using our service. It is our aim to strive at all times to provide an excellent level of customer service and when we receive complaints such as yours we do take them very seriously and we will be conducting a full and thorough investigation into this/these issue(s) to achieve a satisfactory resolution.

Please find enclosed a copy of our complaints procedure for your information and attention.

Sincerely

Tina Walsh
Title



tina@propertysourcingcompliance.co.uk



www.property sourcing compliance.co.uk



01200 441802