



PROPERTY
SOURCING
COMPLIANCE

Address line 1
Address line 2
Address line 3
Postcode

1st September 2017

Dear, [Current Property Ombudsman Name]

RE: Complaint by Mr and Mr [Name] with regard to [Property Address]

We have received a copy of the [Name of Ombudsman scheme registered with] Complaints Form from your office, outlining the complaint(s) made by Mr and Mrs [Name].

Please find enclosed the branch file containing the requested key documents.

Our investigation of the complaint

Please give a breakdown of your investigation into the complaint at branch, regional and head office level (if appropriate)

Case history

Please provide a thorough case history of the transaction(s), referring to the evidence provided in your case file

Summary

Please give your response to each complaint raised and explain whether you accept or refute the allegations made.

Please explain why you have omitted any documents

If you would like to make goodwill offer, or increase any offer that has previously been made, please detail this here:

Yours sincerely

Tina Walsh
Title



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