

11/09/2018 9:32pm

Dear Mr Jones

I am writing to let you know that I am the designated Resolution Officer for your complaint and my role is to consider the paperwork with a view of resolving the complaint at the earliest possible opportunity if possible.

I will be in contact with you once I have fully considered the papers you have submitted however in the meantime please do not hesitate to contact me if you have any queries.

Yours sincerely

K.C.

Resolution Advisor