

20/02/2019 4:33pm

Dear Mr Jones,

Thank you for your correspondence received today, 20 February 2019, constituting a complaint against our service. I can confirm that your complaint has been referred to our senior management who will provide you with a response within one month of receipt of your complaint, as per our service complaint guidance which I have attached to this email. We will, however, endeavour to respond within the two-week timeframe that you requested within your complaint.

Please do feel free to contact myself if you require anything further.

Regards,

J.H.
Operations Assistant