

Template holding letter

Name and Address

Our ref [if any]

Your ref [if any]

Our contact details; e mail and phone [insert]

Date

Dear [add name]

Heading, e.g. Complaint about....

Further to my letter of [date of last correspondence], I am still investigating the detail of your complaint. This is due to [insert the reason for a delay].

I apologise for the delay, and thank you for your patience. I will write again as soon as possible, and at the latest within [give a number of weeks] of the date we received your complaint.

If you need to contact me in the meantime, please do not hesitate to do so. My contact details are above.

Yours sincerely

Name

Job title