*Name of organisation you are writing to*

*Their address line 1*

*Their address line 2*

*Their address line 3*

*Their address line 4*

*Their post code*

Date: *today’s date*

Dear Sir/Madam

Account No: *Your account or reference number*

I would like to make a complaint against your company. The details are set out below.

*Explain the nature of your complaint.*

I understand that you must send me a written acknowledgement of my complaint and inform me of how long you will take to deal with it. If you do not resolve my complaint within 8 weeks, or I am not satisfied with your response, I will escalate my complaint to the Financial Ombudsman Service. This could result in you being ordered to pay compensation if my complaint is upheld.

I look forward to hearing from you.

Yours faithfully

*Include your full name*