

Our Ref: Please Select/HIS001/41

Your Ref:

24 November 2021

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Dear &

Re: -

I write to acknowledge receipt of your complaint received by this firm on in respect of the above matter. I am Please Select and I am the Complaints Handler for this firm, and I will be investigating your complaint and reporting back to you. May I first take the opportunity to apologize that you have felt it necessary to complain and that our service has not met our normal high levels of service, but I hope that following my investigation we will be able to find a suitable resolution to your grievance. I would like to reassure you that you will not be charged in any way for us dealing with your complaint.

Your Complaint

I will now summarize your complaint to ensure that I have understood fully.

You have suggested that a suitable resolution to draw this matter to a close is .

Action to be taken

I confirm that I will now investigate your complaint as detailed in the Complaints Handling Policy attached and I will report back to you within 21 days of the date of this letter.

Yours sincerely

**Please Select
COMPLAINTS HANDLER
PRACCTICE LTD**

