

Dear <<insert Customer name>>

**Complaint Ref: <<insert Complaint Ref>>
Request for Further Information**

I am writing in relation to <<insert brief description>>.

Thank you for the information already provided. Some of the information referred to in Section 1 of our Complaints Policy, however, is [missing] **AND/OR [incomplete] AND/OR [incomplete]**

It would be most helpful therefore if you could provide <<insert details of required information>>.

Please do not hesitate to contact me if you have any questions.

Yours sincerely,
<<Insert name and position>>

S

A

M

P

L

E