hsl\_salutation firstname lastname suffix

hsl\_contactaddress\_line1

hsl\_contactaddress\_line2

hsl\_contactaddress\_line3

hsl\_contactaddress\_town

hsl\_contactaddress\_county

hsl\_contactaddress\_postalcode

failuretime

Dear hsl\_salutation lastname suffix

**Complaint Reference: hsl\_complaintreferencenumber**

**Policy Reference: hsl\_name**

**Claim reference: hsl\_claimreferencenumber**

Thank you for bringing your concerns to our attention. We have started an investigation into your complaint.

We are in the process of pulling together all the information relating to your complaint, so that we can fully understand the circumstances which have led to this situation.

In order to manage your expectations, we feel it would be beneficial to explain we are allowed 40 working days from the date of receipt, to respond to your complaint. This brings us to failuretime.

However we do aim to respond to you at our earliest opportunity and will contact you by failuretime at the latest*,* to update you on our progress, if not sooner.

In the meantime, if you have any further information you would like us to take into account, please let us know. You can write to us using the above postal address or alternatively you can contact us via email or telephone on the information below.

hsl\_departmentcontactdetails

Finally, please find enclosed a leaflet detailing our complaint handling procedures.

Yours sincerely

hsl\_lettersignaturelines