hsl\_salutation firstname lastname suffix

hsl\_contactaddress\_line1

hsl\_contactaddress\_line2

hsl\_contactaddress\_line3

hsl\_contactaddress\_town

hsl\_contactaddress\_county

hsl\_contactaddress\_postalcode

**{Date}**

Dear hsl\_salutation firstname lastname suffix

**Complaint Reference: hsl\_complaintreferencenumber**

**Policy Reference: hsl\_name**

**Claim reference: hsl\_claimreferencenumber**

Thank you for bringing your concerns to our attention. This complaint relates to a service provided by name. Your concerns have been transferred to name for them to resolve.

Should you have any further queries regarding your complaint, please contact name directly on telephone1. Alternatively you can email them at emailaddress1.

Yours sincerely

hsl\_lettersignaturelines