Dear

**Acknowledgement of your recent complaint (ref )**

Thank you for your complaint. I am writing to confirm that this has been registered at Stage 1 of our formal complaints procedure. , will ensure that you receive a phone call to discuss your complaint and that a response is sent within 10 working days. They can be contacted on or at .

In the meantime, if you wish to discuss this matter further or should you have any specific requirements on how we communicate with you during the complaint, please let us know.

We understand that you are dissatisfied with our service and do hope to resolve this matter to your satisfaction.

Yours sincerely

Customer Insight Team

0300 123 9966

[**complaints@onehousing.co.uk**](mailto:complaints@onehousing.co.uk)