**Model complaint acknowledgement letter** *[delete text to the left and insert company logo]*

Dear *[insert name]*

**RE: *[INSERT POLICY NUMBER]* YOUR COMPLAINT**

We are writing to acknowledge your complaint dated *[insert date].*

We are sorry that you feel you have cause for complaint and thank you for making us aware of this issue. We can assure you that your complaint will be investigated and you will receive a response within 15 business days from the date of your complaint.

Your policy is underwritten at Lloyd’s and we follow the process for responding to complaints which has been put in place by Lloyd’s. Lloyd’s has produced a leaflet “What To Do If You Have a Complaint”, which sets out its complaints procedure and we enclose a copy for your information.

If we are not able to resolve your complaint within 15 business days (or in the unlikely event that we are not able to provide a response in that time), you may then, if you wish, refer your complaint directly to Lloyd's. Details of how to contact Lloyd’s Australia are set out in the leaflet.

Should you have any queries, or wish to provide any additional information, please do not hesitate to contact me.

Yours sincerely

*[Person]*