**Two week complaint response letter - resolution agreed with complainant (to be sent within two weeks from the date of the complaint)** *[delete text to the left and insert company logo]*

Dear *[insert name here].*

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

We are writing further to our letter of *[insert date here]* regarding your complaint.

As agreed in our telephone conversation of *[insert date] w*e *[insert agreed resolution - e.g. "enclose a cheque for...", "agree to carry out the work..."]*

We trust you are satisfied with this outcome, however, should you require any additional assistance, please do not hesitate to contact us.

Should you remain dissatisfied, you may if you wish, refer your complaint to Lloyd's, who will investigate and assess this complaint. Lloyd's contact details are as follows:

Complaints

Lloyd’s

One Lime Street

London EC3M 7HA

Email: complaints@lloyds.com

Telephone: +44 (0)20 7327 5693

Fax: +44 (0)20 7327 5225

Web: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

Ultimately, should you remain dissatisfied with Lloyd's final response, you may, if eligible, refer your complaint to the Financial Ombudsman Service (FOS). The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services.  Details of who is eligible to refer a complaint to the FOS can be found on their website at [www.financial-ombudsman.org.uk](file:///\\adsportal\LMA-Data$\Common\SMorrell\2015\Model%20complaint%20letters\www.financial-ombudsman.org.uk).

Yours sincerely

*[Person]*