**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 we will make every effort to ensure this matter is dealt with promptly.

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 “How We Will Handle Your Complaint”, which sets out its complaints procedure and we enclose a copy for your information.

You should expect to receive a further response from us within two weeks of the date of your complaint. If we are not able to resolve your complaint after two weeks (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 Complaints team are set out in the leaflet.

We are committed to helping our customers as much as possible. If there are any specific circumstances or requirements that you think we should know about, such as a disability, financial hardship, bereavement – or anything else, then please let us know.

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

Yours sincerely

*[Person]*