[Your name and address]

[Date]

[Name and

address of Registered Firm]

Dear Mr/Mrs/Miss/Ms .............

**Re: Formal Complaint**

I would like to make a complaint against [Company name and branch where required] concerning [property address] for the following reasons:

*Detail all of your complaints clearly and concisely including dates, times and names where possible.*

[*Optional*] I am enclosing/attaching the following supporting evidence to support my claims.....

I would like [Company name] to.....

*Please state what you would like the Firm to do to make things right*

Please acknowledge receipt of my letter/email within 3 working days and provide me with the written response to your investigations within 15 working days in accordance with The Property Ombudsman’s Code of Practice.

Yours sincerely

[Your name]