

# COMPLAINT RESPONSE LETTER

Our Reference:

Your Reference:

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**To:**

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**From:**

**Subject:**

Response to Your Complaint

We acknowledge receipt of your complaint and we thank you for bringing your concerns to our attention. This letter serves as our formal response to the matters raised. We take all complaints seriously and strive to ensure that all issues are resolved promptly, fairly, and in full compliance with applicable laws and regulations in the United Kingdom.

## 1. Acknowledgement of Complaint

We confirm that we have received your complaint in full and understand the details and concerns you have expressed. Our team has conducted a thorough review of the circumstances surrounding your complaint.

## 2. Investigation and Findings

After careful investigation, including review of all relevant documents and communications, we have determined that the issues raised were handled in accordance with our policies and the applicable legal framework. Where appropriate, we have taken corrective actions to prevent recurrence.

## 3. Resolution Offered

In light of our findings, we offer the following resolution to address your complaint: [detail any remedial measures, compensation, or corrective steps being proposed]. We trust that these actions demonstrate our commitment to resolving this matter amicably.

## 4. Rights and Further Actions

Please be advised that this response does not waive or limit any rights you may have under UK law. If you remain dissatisfied with our response, you have the right to seek further advice or escalate the matter to an independent dispute resolution body, including the relevant Ombudsman or through judicial proceedings.

## 5. Confidentiality and Data Protection

All information relating to your complaint and this response will be handled confidentially and processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Your personal data will be used solely for the purpose of addressing your complaint.

**6. Contact Information**

Should you require any further information or wish to discuss this matter, please contact our designated complaints officer at the contact details provided below.

**7. Limitation of Liability**

This response is provided solely for the purpose of addressing your complaint and is without prejudice to any other rights or remedies available to either party. Nothing herein shall be construed as an admission of liability.

**8. Governing Law and Jurisdiction**

This letter and any dispute arising out of or in connection with it shall be governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any disputes arising out of or related to this matter.

**Yours faithfully,**

\_\_\_\_\_

Authorized Signatory

[Company Name]

\_\_\_\_\_

Authorized Signatory

[Recipient Name/Company]

This letter is issued without prejudice and subject to contract. It does not constitute an admission of liability or waive any legal rights or remedies.

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