

Complaint Letter Response Example

Unit 4, Pioneer Way
Pioneer Business Park
Castleford, WF10 5QU

T: 0845 621 1111
F: 0845 621 1112

www.stroma.com

Insert Date

Insert Address

Dear Sir,

Thank you for your letter dated the 25 August 2009 concerning a complaint about our DEC service and the rating you received.

I appreciate it must be frustrating when your expectations are not met; however, as I explained when you first purchased the DEC service, it is your building that effects the rating.

In my report I have made suggestions and recommendations for you to implement. As we have discussed these will undoubtedly alter your buildings performance and will show better results in any further DEC's carried out; consequently, I cannot refund your money at this time.

I suggest that you either implement the recommendations as stated in the report, then as a good will gesture we will re-calculate the DEC rating free of charge, but this will not be lodged in the registry and will be for information only.

If you wish to examine these alternatives and if you have any further questions please do not hesitate to contact me on 01234 567890.

Yours sincerely,

Mr A Example
Energy Assessor