[Your name]

[Address line 1]

[Address line 2]

[Address line 3]

[Postcode]

[Date]

[Bank’s name]

[Address line 1]

[Address line 2]

[Address line 3]

[Postcode]

Dear Sir/Madam

**Subject: formal letter of complaint**

**Account number: [account number]**

**Branch sort code: [sort code]**

Since [insert date] I have been having the following problems:

[Briefly outline problems – e.g. “*I have been trying to close my bank account*.”]

[Include dates and detail of previous contact with company – e.g. “*On 1 December, I spoke with one of your customer services advisors. She said she would send me the paperwork immediately. It still has not arrived*.”]

I would like you to [outline outcome you require – e.g. “*send me a final statement of my balance and close my account within the next 14 days*”]

[Check your terms and conditions for the length of time a bank is obliged to respond and include – e.g. “*Please respond within the next 14 days. If you fail to respond in this time, I will have to consider taking the matter further.”]*

Yours faithfully

[Your signature]

[Your name]

Enclosed docs: [list anything you have enclosed with your letter, such as copies of receipts, previous correspondence etc]