Complaint

[Your name]

[Address line 1]

[Address line 2]

[Address line 3]

[Postcode]

[Date]

[Insurance company name and department]

[Address line 1]

[Address line 2]

[Address line 3]

[Postcode]

Dear Sir/Madam

**Policy number: [Policy number]**

I’m writing to complain about the service I have received from [insert insurance company name].

My complaint relates to [insert details of complaint - poor service, substandard repair work, etc].

To support my complaint I am enclosing the following documents: [list documents].

In order to address this matter I would like you to [insert details of what you want the insurance company to do to put things right, including timescales].

If I’m not happy with your response, I will take my complaint to the Financial Ombudsman Service. I’m aware that you have eight weeks in which to look into my complaint and respond. I look forward to receiving your response.

Thank you for your prompt attention to this matter.

Yours faithfully

[Your signature]

[Your name]