

Sam Taylor
Flat 4, 27 Alder Terrace
London
N7 0XX

Example Estates Management Ltd
1 Sample Square
London
W1A 0XX

[Date]

Reference: Service charge, Flat 4, 27 Alder Terrace

Formal complaint: service charge correspondence

Dear Sir or Madam,

Please treat this letter as a formal complaint under your complaints procedure.

On [date] I requested information about the service charge and raised points in dispute. On [date] I chased. I have still not received a full response. [List what is outstanding.]

Please send me a copy of your complaints procedure, confirm the name of your redress scheme, and respond within the timescale your procedure sets. If the complaint is not resolved, I will refer it to your redress scheme.

Yours faithfully,

Sam Taylor