

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

FCA Complaints Department

[Company Name]
[Company Address]
[City, State, Zip Code]

Subject: Complaint Resolution Request - [Your Account/Reference Number]

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding [briefly describe the issue], which I have experienced with your services. Despite my previous attempts to resolve this issue through your customer service team, I have yet to receive a satisfactory response.

Details of my complaint are as follows:

- ****Account/Reference Number****: [Your Account/Reference Number]
- ****Date of Incident****: [Date of the incident]
- ****Description of the Issue****: [Provide a detailed description of the issue, including what happened and any relevant dates.]

I believe this matter requires your urgent attention, and I kindly request a thorough investigation into my complaint. I would appreciate a prompt response detailing the steps that will be taken to resolve this matter.

Thank you for your immediate attention to this issue. I look forward to your prompt response.

Sincerely,

[Your Name]
[Your Signature (if sending a hard copy)]