Further to our letter dated  , I have now investigated your complaint.

I am aware of the issues and understand the inconveniencethat has been caused.

On receipt of your file we were requested to offer our services of .....

Once the terms and conditions had been agreed, we attended ...

I understand that your concerns surround the quality of the .... and the subsequent rectification repairs.

On review of the file I am aware that the concern related to .... It was agreed to resolve the issues with a further inspection to be carried out prior to ....

The independent expert commented that..

It was suggested that the ...

On overall reflexion there has been an inconvenience caused and I apologise the service did not meet your expectations. Your comments have been duly noted and we appreciate the time taken to make us aware of your issues. At Coatings Made Simple we take customer satisfaction seriously and whilst it is disappointing to receive complaints about our service, we realise that it is only through customer feedback that we can continue to improve our service.

Due to the inconvenience caused I will be looking to raise a payment of ... as compensation. The payment will be made by cheque and issued in due course.

Please note that, under the terms of our Complaints Procedure, this is our final response.

**You have the right to refer your complaint to an Alternative Dispute Resolution (ADR) Body**

Complaints bodies (such as ProMediate [http://www.promediate.co.uk](http://www.promediate.co.uk/)) exist which are competent to deal with general consumer complaints should both you and we wish to use such a scheme.

Once again we are sorry for the inconvenience you have experienced and hope you will find that the above points offer a fair resolution and insight into the processes followed. Please do not hesitate to contact us on .... if you wish to discuss this matter further.

Yours sincerely.

Peter Causton

ProMediate

0203 621 3908

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Shortlisted for In-House Solicitor of the Year Award Law Society Excellence Awards 2017

CTSI Certified Alternative Dispute Resolution Provider - ADR Regulations 2015.

Civil Mediation Council Registered Mediation Provider and Board Member

[www.promediate.co.uk](http://www.promediate.co.uk/)

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