# Example Escalation letter to landlord

To *(insert landlord name/complaint officer)*

I am writing about my complaint reference: (insert complaint reference number).

I have received your response to my complaint that you sent to me on (insert date) about my complaint regarding (add details of your complaint).

I am not satisfied that the response you have given me has resolved my complaint. This is because of the following reason/s:

* set out the areas in the letter that you disagree with and give your reasons
* include any points you think your landlord has missed/ not responded to
* explain how the issues have affected you/ your household

To put things right, I would like you to:

Explain what you think the landlord should do to put things right, for example you might think the landlord should give you:

* an apology
* an action plan for repairs or works to be carried out
* financial compensation
* an explanation for the time taken to carry out repairs/ provide a response

I would now like to escalate my complaint to the next stage of your complaint procedure. Please can you let me know that you have received this request and when I can expect to receive a final response to my complaint.

I look forward to hearing from you.

Yours sincerely

*(insert name, address and contact details)*