Letter of complaint

Sender

Full name

Full address

Telephone

E-mail address

Recipient

Name of recipient or department

Recipient's address

Place

Date

Subject: complaint about the purchase or service described below

Dear Sir or Madam,

I am writing about the purchase or service described below, which has not been satisfactory. Please look into my situation and provide the remedy set out further down.

Purchase or service concerned

Order, contract or case no.

Date of purchase or order

Amount paid

Product or service concerned

Description of the problem: what happened, with dates

My request

Remedy requested

Reply requested before

Steps already taken

Please reply to me in writing before the date shown. The documents relevant to my request (proof of purchase, correspondence, photographs) are listed among the enclosures.

Yours faithfully,

Enclosures

Signature

Name in full

How it is sent

- [ ] Registered letter with proof of delivery (or equivalent)
- [ ] Delivered by hand against a signed receipt
- [ ] Other method