

# What to include in a complaint letter?

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When writing a complaint letter you should:

- describe your problem and the outcome you want
- include key dates, such as when you purchased the **goods** or **services** and when the problem occurred
- identify what action you've already taken to fix the problem and what you will do if the seller cannot resolve the problem
- ask for a response within a reasonable time

How To Write A Complaint Letter?

Sender's Address

Date:

Receiver's Address

Subject: (Mention the reason for complaint)

Salutations (Dear/Mr./Ms.)

Body of the letter:

## Introduction

-1 Start the letter with a **salutation** or proper greeting.

-2 Write the first paragraph by introducing yourself, and then writing the purpose of writing the letter. It should be very loud and clear

## Main reason to write the letter

-1 In the second paragraph give a brief description of the complaint and what problems it is causing to you.

## Conclusion

-1 The third paragraph should include the conclusion part, where you state the resolution for your problem.

-2 Close your letter by thanking the person

Closing of letter (Yours sincerely/faithfully)

Signature

Below is an example of a complaint letter:

Dear Manager

RE: COMPLAINT ABOUT FAULTY TELEVISION CABINET PURCHASED AT CABINET WORLD ON 15 DECEMBER 2016

I am unhappy with the quality of a television cabinet I bought at 5 Street on 15 December and I am writing to seek a replacement.

The cabinet doors do not open and shut properly. Half of cabinet is darker than the other side . The cabinet was delivered on 30 December and I noticed this problem as soon as I unpacked it from the box.

The cabinet is not of acceptable quality and does not match the sample cabinet I was shown in store. I would like you to replace it with one of the same quality or refund. I have attached a photocopy of my receipt as proof of purchase.

I would like to have this problem fixed quickly please .You can contact me on 1234 5678 during working hours or after hours on 123 456 789 to discuss this matter further.

Yours sincerely,

Jane Brown

**Your Address**

**Your City, State, ZIP Code**

*(Your email address, if sending via email)*

**Date**

**Name of Contact Person** *(if available)*

**Title** *(if available)*

**Company Name**

**Street Address**

**City, State, ZIP Code**

Dear **Contact Person or Organization Name**):

On **(date)**, I **(bought, leased, rented, or had repaired)** a **(name of the product, with serial or model number, or service performed)** at **(location and other important details of the transaction)**.

Unfortunately, your **(product or service)** has not performed well **(or the service was inadequate)** because **(state the problem)**. I am disappointed because **(explain the problem: for example, the product does not work properly; the service was not performed correctly; I was billed the wrong amount; etc.)**.

To resolve the problem, I would appreciate your **(state the specific action you want: money refunded, repair, exchange, etc.)**.

I look forward to your reply and a resolution to my problem and will wait until **(set a time limit)** before seeking help from a consumer protection agency Please contact me at the above address or by phone at **(home and/or office numbers with area code)**.

Sincerely,

**Your name**

- 1- I am writing to bring to your kind attention that
- 2- I had purchased a ..... from your store.
- 3- I received the product today, and
- 4- I am writing to bring to your notice the
- 5- This letter is to bring to your notice concerning the purchase of
- 6- I write this letter to inform you about
- 7- I am writing to express my dissatisfaction with the  
To resolve the issue, I would like you to refund the full  
amount that I paid