**LETTER TEMPLATE**

**COMPLAINT LETTER**

**[Your name]  
[Address]  
[Phone number]**

**[Company official]  
[Company name]  
[Company address]**

**[Date]**

Dear **[title]** \_\_\_\_:

I wish to complain about \_\_\_\_\_\_\_\_\_\_ **[name of product or service, with serial number or account number]** that I purchased on \_\_\_\_\_\_\_\_ **[date and location of transaction].**

I am complaining because \_\_\_\_\_\_\_\_\_ **[the reason you are dissatisfied].** To resolve this problem, I would like you to \_\_\_\_\_\_\_\_ **[what you want the business to do].**

When I first learned of company and contacted \_\_\_\_\_\_\_\_\_\_\_\_\_ **[name of the person, date of the call]** at your company, and was told that nothing could be done about my problem. I believe that this response is unfair because \_\_\_\_\_\_\_\_\_ **[the reason you feel the company has an obligation to you].** I would like a written statement explaining your company's position and what you will do about my complaint.

I look forward to hearing from you as soon as possible to resolve this problem. If I do not hear from you within \_\_\_\_ days, I will file complaints with the appropriate consumer agencies and consider my legal alternatives. I am enclosing copies of my receipt. I may be contacted at the above address and phone number.

Sincerely,

**[your signature]**

**[Type or print your name]**