<*Your name>  
<Your business name>  
<Your business address>  
<Your email and/or phone>*

*<Date>*

*<Supplier’s name>*

*<Supplier’s title>  
<Supplier’s business name>  
<Supplier’s business address>*

Dear <*Supplier’s name*>

**Letter of complaint**

I am writing concerning the <*insert name of product or service*> purchased from <*insert supplier’s business name*> on <*insert date*> for *<$ value of product or service*>.

The problem I am having with the <*product or service*> is <*insert the extent of the issue with the product or service*>. I am seeking <*state if you would like a refund, repair, replacement, exchange etc*>.

I became aware <*state when the issue or problem occurred with the product or service, and include what it is supposed to do and why it is inadequate*>.

I have attempted to resolve the issue by <*insert details of any steps already taken to resolve the issue, such as a telephone call or visit to the store. Note who you spoke to and any results of your efforts>*.

Please find attached <*photos of problems with the product or service, and copies of prior correspondence, receipts or other proof of purchase, warranties or guarantees, contracts, order forms and any other documents that form part of the purchase*>.

I look forward to your reply and a speedy resolution to this issue within <*put a time frame for a response i.e. 10 business days from receipt of this letter*>. If we are unable to resolve this matter I will take further steps as necessary.

Yours sincerely

<*Your name*>