

# Complaint Letter Template

Date

The name and address of the business, and who you are directing the letter to (e.g., for the customer services department, manager or CEO)

Dear Sir or Madam (or the name of the person if you have one)

## **heading with relevant reference numbers**

Ask for the person's help, e.g. "I'd really appreciate your help with this."

State the facts of situation, including dates, names, reference numbers, but keep this very concise and brief (you can attach details, history, photocopies, for example if the situation is very complex and has a long history).

State your suggested solution. If the situation and solution is complex, state also that you'll be as flexible as you can to come to an agreed way forward.

State some positive things about your normal experience with the organization concerned (optional), for example: that you want to keep being a customer of the company, and hope that a solution can be found; compliment any of their people who have given good service; compliment their products and say that normally you are very happy with things.

State that you look forward to hearing from them soon and that you appreciate their help.

Sincerely,

*Your signature*

Your printed name

c.c. (if you are copying others on the letter include their names and organizations)

enc. (if you are enclosing something, such as copies of your receipts)

# Sample Complaint Letter

May 10, 2012

ABC Company  
123 Some Street  
Winnipeg, MB  
R3X 2P5

Attention: Customer Services Manager

**Re: Brand X, 18.6 cu ft. Bottom Mount Fridge Serial Number 12345**

Dear Sir or Madam,

I am writing to seek your help in fixing a problem. On Monday, May 1, 2012 I purchased the above fridge from your Some Street location. John Doe was my sales representative.

As you can see from the attached bill of sale, I had purchased the fridge in stainless steel, which was more expensive than the black model. However, the fridge delivered on May 3<sup>rd</sup> to our home was black.

I informed the delivery person of the problem, however, he said that he could not help me with this. I called John Doe on May 4<sup>th</sup>, and he said that we received the right fridge. I indicated that this is not acceptable, and asked to speak to a manager. He said that she was busy at the moment but would phone me back. No one phoned back.

I understand that mistakes do happen, and I look forward to a quick resolution to this situation. Please telephone me to make arrangements for the delivery of the stainless steel fridge we have purchased, and to have the black model removed. If for some reason this fridge is not available, I will accept a full refund.

I have been a customer of ABC Company for many years, and I hope to have this resolved so that I can continue to shop in your store.

Please call me at 555-1234 as soon as possible to make the arrangements.

Sincerely,

Jane Customer  
55 Sunnyside Way