

[YOUR NAME / COMPANY NAME]

[Address Line 1] · [Address Line 2]

[Phone] · [Email]

[DATE]

Customer Service Department

[Company Name]

[Address]

Subject: Complaint regarding [PRODUCT / SERVICE] — [Order / Reference No.]

Dear Sir or Madam,

I am writing to complain about [PRODUCT OR SERVICE], purchased on [DATE] from [LOCATION / WEBSITE], reference [ORDER NUMBER]. Unfortunately, [DESCRIBE THE PROBLEM CLEARLY AND FACTUALLY — what went wrong, when, and how it affected you].

I have already [STEPS TAKEN — e.g. contacted support on DATE, returned the item], but the issue remains unresolved. Copies of [RECEIPTS / PHOTOS / CORRESPONDENCE] are enclosed as evidence.

To resolve this matter, I request [YOUR DESIRED RESOLUTION — a full refund, replacement, repair, or specific action]. I believe this is reasonable given [BRIEF JUSTIFICATION].

I look forward to your response within [14] days of the date of this letter. If I do not receive a satisfactory reply, I will consider escalating the matter to [CONSUMER PROTECTION BODY / REGULATOR].

Yours faithfully,

[Your Name]

[Address]

[Phone] · [Email]