Write Name here\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SUBJECT: BUSINESS COMPLAINT LETTER A/C \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,**

Dear \_\_\_\_\_\_\_\_\_\_\_\_,

I am disappointed because [it/they has/have] not performed well because [explain the problem; for example, the product does not work properly, I was billed the wrong amount, something was not disclosed properly or was misrepresented].

To resolve the problem I would like you to [state the action you require e.g. refund and repair].

[Account number, goods purchased model number etc.]

On [date], I bought [describe goods] at [location, date and other important details of the transaction].

Enclosed is a copy/are copy of the [receipt and contract].

I look forward to hearing from you by [date – 10 working days after receiving this letter or email is a reasonable time for a response]. I would like this problem to be resolved between us. However, if we are unable to resolve the matter I will refer it to the Office of Fair Trading.

Please contact me at the address or phone shown above.

Yours sincerely

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_