

Your address
Your telephone number/s

Date

Name (if available)

Title (if no specific name, use Customer Service Manager or General Manager or similar – you can ring to check)

Address

Dear (as appropriate)

State what you bought, when and where (including serial numbers where appropriate). Or, what work you had done, when, where and by whom.

State the problem you have with the product, the work or the service and why you have this problem. Give as many relevant details as you can. If it is a long story, it is a good idea to attach a separate schedule of what happened in time order.

Include copies of any relevant documentation (eg. receipts, warranties, letters, guarantees, contracts). List what you are including. Don't send originals – keep those yourself.

State what action you want taken to resolve your complaint.

Give a precise but reasonable timeframe for that action to be taken, eg. 10 working days.

State that if you do not hear from them, you will be taking your complaint to (the relevant complaints agency).

Include details of when and how you may be contacted.

Yours sincerely

Your signature

Your name (printed)