

# Sample Complaint Letter

(Your Address)  
(Your City, State, ZIP Code)  
(Date)

(Name of Contact Person, if available)  
(Title, if available)  
(Company Name)  
(Consumer Complaint Division, if you have no contact person)  
(Street Address)  
(City, State, ZIP code)

Dear (Contact Person):

- describe purchase
- name of product, serial numbers
- include date and place of purchase

Re: (account number, if applicable)  
On (date), I (bought, leased, rented or had repaired) a (name of the product with serial or model number or service performed) at (location, date and other important details of the transaction).

Unfortunately, your product (or service) has not performed well (or the service was inadequate) because (state the problem). I am disappointed because (explain the problem: for example, the product not does work properly, the service was not performed correctly; I was billed the wrong amount, something was not disclosed clearly or was misrepresented, etc.).

- state problem
- give history

- ask for specific action
- enclose copies of documents

To resolve the problem, I would appreciate your (state the specific action you want – money back, charge card credit, repair, exchange, etc.). Enclosed are copies (do not send originals) of my records (include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents).

I look forward to your reply and a resolution to my problem, and I will wait until (set a time limit) before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at (home and/or office numbers with area codes).

- allow time for action
- state how you can be reached

Sincerely,

(your name)

Enclosure(s)

Cc: (reference to whom you are sending a copy of this letter, if anyone)