

Name of Recipient

Designation

Department

Address

Ref: Nature of Complaint

Dear Mr. /Ms. (Jones),

First Paragraph: Direct reference to the nature of complaint quoting reference of transaction/receipt number etc.

Second Paragraph: The kind of action solicited to rectify/replace or redeem the situation.

Final Paragraph: Give a suitable time-frame within which you expect the problem to be sorted out.

Thanking You,

Sincerely,

(Signature of Sender)