

Your Name  
Address  
Phone Number

Date

Name of Receiver  
Title  
Company Name  
Address

RE: Relevant information

Dear Sir/Madam:

State the facts of what you are making a complaint about the company.

Include dates, names, and reference information, but keep this brief, as you can add more information letter on a separate attachment with details.

State your proposed solution to the problem. If the situation and solution is complex, state also that you'll be as flexible as you can to come to a resolution.

State some positive things, if any, about your normal experience with the company (optional), for example: that you want to keep being a customer of the company and have had good experiences in the past. Be sure to compliment any of their people who have given good service; compliment their products and say that normally you are very happy with things.

State that you look forward to hearing from them soon and that you appreciate their help.

Sincerely,

*Your signature*

Your printed name

c.c. (if you are copying others on the letter include their names and organizations)

enc. (if you are enclosing something, such as copies of your receipts)