

## **(Key) Writing a Complaint Letter**

Complete your letter of complaint with the appropriate information.

**Your Address**  
**Your City, State, Zip Code**  
**(Your e-mail if sending via e-mail)**

**Date**

**Name of Contact Person (if available)**  
**Title (if available)**  
**Company Name**  
**Consumer Complaint Division (if you have no specific contact)**  
**Street Address**  
**City, State, Zip Code**

Dear **(Contact Person or Organization Name)**:

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 does not work properly, the service was not performed correctly, I was billed the wrong amount, something was not disclosed clearly or was misrepresented, etc.)**.

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 will wait until **(set a time limit)** before seeking help from a consumer protection agency or Better Business Bureau. Please contact me at the above address or by phone at **(home and/or office numbers with area code)**.

Sincerely,  
**Your name**

Enclosure(s)

Template adapted from the Federal Trade Commission at <http://www.ftc.gov>.