

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)