

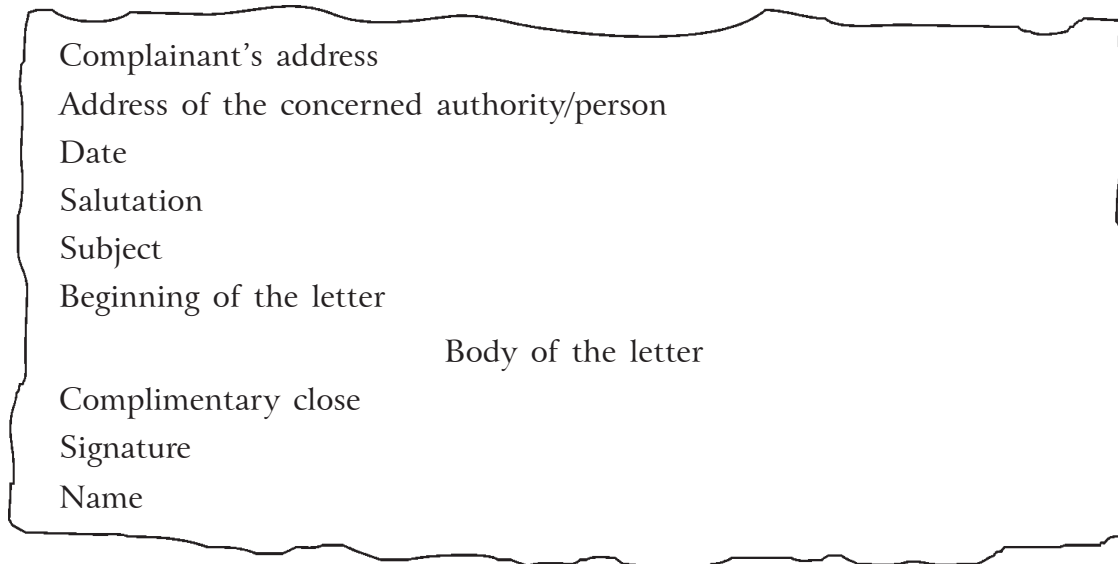
5. A letter of complaint

A letter of complaint is a formal letter written to the concerned authority/person to get something changed. In such a letter you ask for a change of a faulty product or you express dissatisfaction over a service.

TIPS

- ❖ A letter of complaint must include your name, address, contact number
- ❖ All the facts about your purchase (of a product or a service), including the place you did the purchasing from and the date on which you bought the product you're complaining about, should be included.
- ❖ Describe the problem clearly and what you want to be done about it

FORMAT



Complainant's address
Address of the concerned authority/person
Date
Salutation
Subject
Beginning of the letter
Body of the letter
Complimentary close
Signature
Name

SAMPLE

You bought a washing machine from Super Electronics a week ago. The machine is not working now. It has a one-year warranty on it. Write a letter of complaint to the owner of Super Electronics, stating your problem and asking for a replacement of the faulty machine.

Sunny Villa
12 Park Street
Delhi

Super Electronics
Darya Ganj
Delhi

Date: 22.05.08

Sir/Madam

Subject: A faulty product purchased from your shop

On 15.05.08, I bought a washing machine (model number WM 6301) from your shop. Unfortunately, the machine stopped working within a week of its purchase, although it has a year's warranty.

I would appreciate if you could get the faulty washing machine replaced with a new one. I have enclosed a copy of the receipt of my purchase with this letter.

I look forward to your reply and will wait until the end of this month for you to take action. In case no action is taken, I'll have to seek help from a consumer protection agency.

Please contact me at the above mentioned address or telephone number.

Yours sincerely

(Signature)

Ramesh Arya