

# Letter of Complaint Structure Model\_Private customer

Note: If the letter is sent internationally, add country names or initials

[Your Name]  
[Street Address]  
[City, County, Postcode] *BE* / [City, State Zip Code]  
[Optional – Email Address]

[Today's Date]

[Name of Recipient]  
[Title]  
[Company]  
[Address]  
[City  
County  
Postcode  
UK]

Name of Recipient]  
[Title]  
[Company]  
[Address]  
City, State Zip Code  
USA]

Dear [Name of Recipient]:

[Subject line – tell why you are writing]

[Short introduction paragraph – Provide details about the product or service that is the subject of the complaint. Include dates, locations and the specifics about the item or service. If there is an account number, provide the number (be careful with credit card numbers).]

[State the issue with item or service. Provide details as to the cause. This may include malfunctions, billing issues, details that were not disclosed, etc.)

[Indicate you are including copies of the transaction documents. State the specific documents or information you are including. This may be copies of receipts, warranties, serial numbers, etc.]

[Indicate how you would like them to resolve the problem. Provide specifics about what you are seeking. This may include reimbursement, replacement, repair, etc.]

[Optional, and normally worth including: state some positive things about your normal experience with the organisation concerned, for example: that you've no wish to go elsewhere and hope that a solution can be found; compliment any of their people who have given good service; compliment their products and say that normally you are very happy with things.]

[Indicate you look forward to their reply within a specific time period (choose a reasonable time period).]

[Optional, only if deemed necessary: Indicate you will wait until them before pursuing other options such as legal counsel or consumer protection agency assistance.]

[Indicate they can contact you about the issue and provide a contact number.]

Sincerely (or Respectfully Yours),

*Signature*

[Typed Name]