

## Letters of Complaint

Letters of this kind are written when you want to lodge a complaint about unsatisfactory goods, or bad service. These are mostly addressed to companies, organisations or government bodies  
\*use polite language while writing.

Format:-

\*Short introduction paragraph- Provide details about the product or service that is the subject of the complaint. Include dates, location, and the specifications about the item or service.(1st Para.. include bill number/ receipt number while complaining about the product)

\*State the issue with item or service. Provide details as to the cause. This may include malfunction, billing issues, details that were not disclosed & warranty period.

Indicate how you would like them to resolve your problem.  
Provide specifics about what you're seeking.(2nd para)

\*Indicate you look forward to their reply within a specific time period.(3rd paragraph)

## Sample letter

No 436, Bazaar Street  
Examination Hall  
Sector-20, Chandigarh

February 20, 2021

The Manager  
M/s. Oxford Publishing House  
Consumer Complaint Division  
London

Subject- Complaint regarding receipt of wrong set of books.

Sir/Madam

On February 1, 2021 I bought a book set (Order No. 000154) to be delivered to Chandigarh, Sector-20.

To my dismay, I have not received the set I ordered for and have instead, received the wrong book set. I am highly disappointed.

To resolve the problem, I would appreciate it if you could replace the wrong book set with the one originally ordered. Please let me know as soon as possible what action you propose to take. I look forward to hearing from you within the next ten days.

Enclosed are copies of the transaction document and the receipt.

I look forward to your reply and a resolution to my problem and will wait until the aforementioned time before seeking help from a consumer protection agency or the Better Business Bureau.

Please contact me at the above address or by phone at 098100XXXXX.

Thanking You

Sincerely,

Varun Joshi

Practise Questions:-

1.You are the Physical Education Instructor at St. Jesus and Mary School, Agra. You had placed an order for sports goods with Student Sports Enterprises. When the items arrived you found that some of them were defective. Write a letter to the Manager, Student Sports Enterprises, asking him to replace the defective items.

2.You had bought a mobile phone from a reputable showroom in Mumbai but after a month it developed a serious fault. Write a complaint letter to the manager asking for immediate repair or replacement of the same. You are Sadiq/Razia, 123, TT Nagar