**FORMAL COMPLAINT LETTER**

**(Your name)
(Address)
(Phone number)**

**(Company official)
(Company name)
(Company address)**

**(Date)**

Dear **(Name)**:

I wish to complain about **(name of product or service, with serial number or account number)** that I purchased on **(date and location of transaction).**

I am complaining because **(the reason you are dissatisfied).** To resolve this problem, I would like you to **(what you want the business to do).**

When I first learned of this problem, I contacted **(name of the person, date of the call)** at your company, and was told that nothing could be done about my problem. I believe that this response is unfair because **(the reason you feel the company has an obligation to you).** I would like a written statement explaining your company's position and what you will do about my complaint.

I look forward to hearing from you as soon as possible to resolve this problem. If I do not hear from you within **(days),** I will file complaints with the appropriate consumer agencies and consider my legal alternatives. I am enclosing copies of my receipt. I may be contacted at the above address and phone number.

Sincerely,

**(Your signature)**

**(Type or print your name)**

CC: **(local consumer group) (appropriate government agencies)**

ATT: **(attach and list documentation of your complaint, if any)**