

CUSTOMER COMPLAINT LETTER

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Introduction

A Customer Complaint Letter is a letter written by an irate customer to the concerned authorities for sale of defective piece to him/her or for an act of gross negligence and delivery of a wrong item despite making payment for the item intended. The customer uses this letter to express shock at the negligence by the staff in a store of high reputation and asks for the concerned authority to investigate and deliver the correct item.

Customer Complaint Letter Tips

- Start by mentioning date of visit, item intended for purchase and name of staff who attended to you.
- Specify item selected and mention if payment was made.
- Specify whether item delivered was wrong or defective.
- Mention that you are enclosing copy of the payment-receipt and end by asking concerned authority to investigate, and deliver correct item.

Sample Customer Complaint Letter

From

Mike Mathew

346, Camac Street

Texas.

To

Jonathan Jones

Branch Manager

Wilson Collections

Downtown Mall

Texas

12September2013

Dear Sir,

I had visited your showroom yesterday; 11September2013 with my wife for purchasing a Ladies Golf-Set. We were attended to by your staff-member; James who showed us many sets with patience and enthusiasm. We settled for a Wilman-set and made a payment of \$920 through credit-card.

She wanted to play with this new set; her anniversary gift today since it happens to be our anniversary. But, we were shocked to find that a wrong set was delivered to us due to gross negligence by your billing/delivery-team.

I request you to look into this matter and deliver the correct set to my residence at the above-mentioned address at the earliest. I am enclosing a copy of the receipt of our payment.

Thanking You,

Yours Sincerely

Mike

Customer Complaint Letter Template

From

_____ (your name)

_____ (your address)

To

_____ (name of recipient)

_____ (designation)

_____ (name of organization)

_____ (address)

_____ (date of writing letter)

Dear Sir,

I had visited your showroom on(mention date of visit) for purchasing(mention item intended for purchase). We were attended to by ...(mention name of salesperson) . We settled for ...(name the item) and made payment for the same.

We were shocked to find(mention if item was defective /wrong) delivered to us due to gross negligence by your staff.

I request you to look into this matter and deliver the correct item to my residence at the above-mentioned address at the earliest. I am enclosing a copy of the receipt of our payment.

Thanking You,

Yours Sincerely

_____ (your name)

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