

SAMPLE COMPLAINT LETTER

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Introduction

A complaint letter is written to voice one's problem and have it fixed at the earliest. Complaint letter is a better and more formal means of communication as compared to verbal means. The complainant pens down his/her problem, asks concerned authorities to intervene and sort out the grievance and also suggests remedies if possible. Such letter should be concise, brief and written in a polite yet stern tone to convey one's situation favorably.

Sample Complaint Letter Tips

- Start by mentioning mention work agreement between both parties and specify duration of association.
- Mention since when problems have begun in business.
- Briefly explain losses suffered and inconvenience caused due to non-fulfillment of work.
- Mention penalty the other party has to bear for non-fulfillment of commitment.
- End by requesting concerned authority to do the needful.

Sample Complaint Letter

Mark Robinson
Managing Director
Sigma Beverages
CA
To
Ian Smith
Managing Director
Plug-Cork Pvt Ltd
Downtown Street
CA
12September2013

Dear Mr. Smith,

Your company has been supplying corks for bottling wine in our distillery for the past two years. We had no complaints either with the quality or timing of supply till the last quarter.

Ever since your company has appointed a new dispatch officer, the timing for delivery has not been met as stipulated. Since bottling can not be delayed once the distillation process is underway, our company will incur heavy losses if the corking is not done on time due to non-availability of stock.

Our business agreement clearly states that you have to keep a stock catering to one month's work in our warehouse at all times which is not being fulfilled. Any loss incurred due to non-fulfillment of commitment from your end will cause termination of contract and invite demurrage charge in full.

Hence I request you to personally look into this matter and avert any future losses.

Thanking You,

Edward

Sample Complaint Letter Template

From

_____ (your name)

_____ (your address)

To

_____ (name of recipient)

_____ (recipient's address)

Date _____ (date of writing letter)

Dear Mr/ Mrs/ _____ (recipient's name)

We have been doing business....(mention the work agreement between both parties) for the past ... (mention term of business association). We had no complaints whatsoever till ... (mention since when the problem between both parties has begun).

...(briefly explain losses suffered and inconvenience caused due to non-fulfillment of work by other party)

Our agreement clearly states that any loss we incur due to non-fulfillment of commitment from your end will result in ... (mention penalty the other party has to bear for non-fulfillment of commitment)

Hence I request you to personally look into this matter and do the needful.

Thanking You

_____ (your name)

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