

FORMAL COMPLAINTS LETTER

To: _____

Company/Organization: _____

Address: _____

From: _____

Full Name: _____

Address: _____

Phone/Email: _____

Subject:

Formal Complaint Regarding Unsatisfactory Service/Product and Request for Resolution

Opening Statement:

I am writing to formally raise a complaint concerning the service/product provided to me by your company. This letter details the issues experienced, the actions taken thus far, and the resolution I seek. Please treat this complaint with the seriousness it deserves and respond accordingly.

Details of Complaint:

On multiple occasions, I have encountered significant problems with the aforementioned service/product, including but not limited to the following: [INSERT DETAILED DESCRIPTION OF ISSUES]. These problems have resulted in inconvenience, financial loss, and distress.

Previous Contact and Attempts to Resolve:

I have previously contacted your customer service department on several occasions, specifically on [INSERT DATES], seeking a resolution to these problems. Despite these efforts, the issues remain unresolved and continue to cause significant inconvenience.

Legal Basis and Rights:

Under the Consumer Rights Act 2015 and other relevant UK legislation, I am entitled to receive goods and services that are of satisfactory quality, fit for purpose, and as described. The failure to meet these standards constitutes a breach of contract and statutory rights, which entitles me to seek appropriate remedies.

Requested Resolution:

To resolve this complaint amicably, I request the following actions be taken: [INSERT SPECIFIC ACTIONS SUCH AS REFUND, REPAIR, REPLACEMENT, APOLOGY]. I expect a response to this letter within a reasonable timeframe and a commitment to rectify the situation as per UK consumer protection laws.

Confidentiality and Further Actions:

This complaint and any related correspondence should be treated as confidential. Should this matter not be resolved satisfactorily, I reserve the right to escalate the complaint to the appropriate regulatory bodies, seek alternative dispute resolution, or commence legal proceedings as necessary.

Closing Statement:

I trust that your company will give this complaint the immediate attention it requires. I look forward to your prompt response and a satisfactory resolution.

COMPLAINANT'S SIGNATURE

RECIPIENT'S ACKNOWLEDGEMENT

Signature: _____

Signature: _____

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