**Complaint Letter**

People complain when they do not receive the things as per they desire or want. Generally, in businesses, people prefer to write a complaint letter when they feel dissatisfied towards a particular product or a company. Some of the people avoid writing a complaint letter because they don’t feel good to be argumentative about their desires. Understand that in such letters you don’t have to express your anger or show any kind of negativity. What you can do is what we are going to show here.

## **Definition of a Complaint Letter:**

Before that, let’s learn what a complaint letter is. The letter which contains a request for an adjustment is called a complaint letter. In this letter, you basically describe the errors or any kind of problems that you have faced in the past. Mistakes often happen in our day to day life. You have to first identify them then start rectifying; and in this case, have others rectify it for you. But you must know the right way to do away with it. If you are incurring losses or getting bad services then you have the right to complain. If it is your fault, then complaining to the company about their faulty product is not a good idea.

Anyway, you have to use a polite tone while writing a complaint letter no matter the purpose.

## **Types of Complaint Letters:**

There are different kinds of Complaint letters. They are:

1. **Complaint Letter to Reform Deed of Trust**
2. **Late/Mishandled Delivery Complaint Letter**
3. **Builder’s Complaint Letter**
4. **Police Complaint Letter**
5. **Item Defect Complaint Letter**
6. **Contractor’s Complaint Letter**
7. **Pricing Complaint Letter**
8. **Violation of Terms and Conditions Complaint Letter**
9. **Medical Complaint Letter**
10. **Business Correspondence Complaint Letter**
11. **Bank Loan Complaint Letter**
12. **Food Quality Complaint Letter**
13. **Landlord Complaint Letter**
14. **Harassment Complaint Letter**
15. **Complaint Letter about Radio/TV Broadcast**
16. **Service Complaint Letter**

We will be discussing here the format of a basic complaint letter.

## **Format of a Complaint Letter:**

Your complaint letter should be written in the following manner:

1. Firstly mention your name, address, city state, zip code, email address and phone number as part of your contact information so that they can write you back if they reply to your query and respond to your charges on them.
2. Then add the date of writing the letter.  After that mention the company name, company address, the name of the division. Mentioning the name of the company alone is not sufficient because it hinders clarity. You must have received service from one branch only so your complaint should be directed towards them and not the company in general unless there are no division or branches.
3. Then add a proper subject line.
4. Give a proper salutation like, “Dear Manager”. You can mention the name of the manager if you know him/her personally, but without being stern.
5. In the first paragraph, define your problem and add the location of where it happened as well as the date of occurrence.
6. In the next paragraph, explain the details regarding the problem. What went wrong, how it happened, is it replaceable or you will be refunded, etc. should be discussed here.
7. If there are any enclosed documents, inform about those too in this section.
8. In the last paragraph ask or suggest what to do or what will be best for you.
9. Close the letter with a proper salutation and in a good tone.

### **Tips to Remember:**

1. State your expectation after describing the problem, not before that.
2. Dates related to purchase of goods and services should be mentioned.
3. Don’t forget to mention the date when the problem occurred as well.
4. Include a time by which you want the problem to be solved by the authorities.
5. Write the letter with a good tone. But don’t be over-friendly. A cooperative and complementary tone is well preferred.
6. Write the letter in a concise manner so it becomes easy to understand for the reader.
7. The letter should emit a vibe of confidence and convincing because it looks professional that way and professional letters are taken more seriously.
8. Give realistic information so that the reader can resolve your problem easily.
9. Proofread your letter to make it error free.
10. Don’t make the letter too descriptive.

What to include in a complaint letter

When writing a complaint letter you should:

* Describe your problem and the outcome you want
* Include key dates, such as when you purchased the goods or services and when the problem occurred
* Identify what action you’ve already taken to fix the problem and what you will do if you and the seller cannot resolve the problem
* Ask for a response within a reasonable time
* **a Attach copy of any supporting relevant documentation such as a receipt or invoice.**

### **Complaint Letter Format**

SENDER’s ADDRESS-**The sender’s address is usually put on the top left-hand corner of the page.**DATE-**The sender’s address is followed by the date just below it, i.e. on the left side of the page. This is the date on which the letter is being written. It is to be written in expanded form.**RECEIVER’s ADDRESS-**Whether to write “To” above the address depends on the writer’s preference. Make sure you write the title/name/position etc of the receiving official, as the first line of the address.**SALUTATIONS-**This is where you greet the person you are addressing the letter to. Bear in mind that it is a formal letter, so the content should be formal. Do not use any offensive language. Another point to be kept in mind is that the letter should be concise and to the point. And always be respectful and considerate in your language. It should the greeting must be respectful and not too personal. The general greetings used in formal letters are “Sir” or “Madam”.**SUBJECT-**Then we sum up the purpose of writing the letter in one line. This helps the receiver focus on the subject of the letter in one glance. It is important to underline the subject.**BODY-**This is the main content of the letter. It is either divided into three paragraphs or two paragraphs if the letter is briefer. The tone of include-**

1. **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.**
2. **State the issue with item or service. Provide details as to the cause. This may include malfunction, billing issues, details that were not disclosed, etc.**
3. **Indicate how you would like them to resolve your problem. Provide specifics about what you’re seeking.**
4. **Indicate you are including copies of the transaction document.**
5. **Indicate you look forward to their reply within a specific time period.**

Indicate that they can contact you about the issue and provide your contact details

COMPLIMENTARY CLOSE**– At the end of your letter, we write a complimentary closing. The words “Yours Faithfully” or “Yours Sincerely” are used.**SIGNATURE**– Here finally you sign your name. And then write your name in block letters beneath the signature followed by your designation. This is how the recipient will know who is sending the letter.**

* QUESTION: Write a letter to M/s. Oxford Publishing House, London complaining that the books sent by them were not those you had ordered for. Ask for a replacement. You are Varun Joshi, Sector-20, Chandigarh.

**Answer:**

Examination Hall  
Sector-20, Chandigarh

February 20, 2021

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.
* Sincerely,  
  Varun Joshi  
  Enclosure(s)- Copy of receipt and transaction docs.

* QUESTION: You are Sanjeet of 122, Arjun Nagar, New Delhi. A number of scooters and cars are parked in your locality without any order, causing blockage of the streets. Write a letter to the local Secretary of the Resident’s Association complaining against this problem.
* **Answer:**  
  122, Arjun Nagar  
  New Delhi  
  February 20, 2021  
  Secretary  
  Resident’s Association  
  New Delhi  
  Sir  
  Subject- Complaint regarding the issue of bad parking habits in the locality.  
  I would like to drive your attention to the bad parking habits of residents in our locality. It is resulting in a lot of chaos and no place for parking for those who come back late.  
  Despite defining the area assigned to each vehicle, cars are parked amidst two parking spots.  
  One vehicle occupies the space for 2-3 vehicles leading to mismanagement. Two-wheelers  
  are placed nowhere near the allotted zone. This creates problems for other people as they  
  have to then spend a lot of time finding parking spots in other localities. It induces  
  frustration and tension for the safety of vehicles.Various notices and warnings have been given to the rule-violators, but to our dismay, no betterment can be seen. I request you to take strict action as this is leading to fights between the residents. Effective and speedy action is expected considering the depth of the situation.
* Yours Sincerely  
  Sanjeet  
  A concerned citizen