



## sample complaint letter

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Evan Smith  
100 Rider Lane  
Chicago, IL XXXXX

August 8, 2004

Brown's Best Bikes, Inc.  
555 Rolling Road  
Chicago, IL XXXXX

Dear Mr. Brown:

On August 1, 2004, I bought the "Rough and Ready, model 600" mountain bike from your store. When I got the bike home, I noticed that the front tire was soft. I used a hand pump to inflate the tire. After riding the bike less than a mile, the tire was soft again. I brought the bike back into your shop on 8/2. You tested the tire, told me it was fine and filled it with air.

The tire is still losing air. Every time I ride the bike, I need to pump the tire. I left detailed messages on your voicemail on 8/4 and 8/5 and you have not returned my phone calls.

I am enclosing a copy of your store warranty. It states that your store will replace defective parts on a bike within the first 30 days of purchase. According to your written policy, I am entitled to a new front tire. Please call me at 555-7045 to arrange a time for me to bring the bike in for repair. If I don't hear from you by next week, I will contact our local Better Business Bureau to help resolve this problem.

Thank you for taking care of this.

Sincerely,  
Evan Smith

## SAMPLE COMPLAINT LETTER

Your Address  
Your City, State, Zip Code  
Date

Name of Contact Person, if available  
Title, if available  
Company Name  
Consumer Complaint Division (If you have no specific contact.)  
Street Address  
City, State, Zip Code

Dear (Contact Person):

Re: (account number, if applicable)

On (date), I (bought, leased, rented, or had repaired) a (name of the product, with serial or model number or service performed) at (location, date and other important details of the transaction).

Unfortunately, your product (or service) has not performed well (or the service was inadequate) because (state the problem). I am disappointed because (explain the problem: for example, the product does not work properly, the service was not performed correctly, I was billed the wrong amount, something was not disclosed clearly or was misrepresented, etc.).

To resolve the problem, I would appreciate your (state the specific action you want—money back, charge card credit, repair, exchange, etc.) Enclosed are copies (do not send originals) of my records (include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents).

I look forward to your reply and a resolution to my problem, and will wait until (set a time limit) before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at (home and/or office numbers with area code).

Sincerely,

Your name

Enclosure(s)

- describe purchase
- name of product, serial number
- include date and place of purchase

- ask for specific action
- enclose copies of documents

- state problem
- give history

- allow time for action
- state how you can be reached

# *Sample Complaint Letter*

Ms. Marie Bobblehead  
EEO Officer  
P.O. Box 1715  
Somewhere, DC 20202

**Re: Complaint of Discrimination  
Complainant v. U.S. Army Corps of Engineers**

Dear Ms. Bobblehead:

Please allow this letter to serve as my complaint of discrimination against the U.S. Army Corps of Engineers. I have contacted your office both by phone and in person and have received no response. Most recently, on December 16, 2004, I came to your office to file a complaint of discrimination and filled out an Information Inquiry Summary. Since that date, I have received no further communication from your office. I have therefore sought timely counseling but no EEO counselor has contacted me. Thirty days have passed and this is a Formal Complaint of Discrimination.

My complaint of discrimination includes the following:

- I am a 51 year old Asian female and I began working for United States Corps of Engineers in 1990-1991 as a Procurement Technician, GS-5. As of today, I am still in the same position.
- There are 6 Procurement Technicians with same series and title. Every one of them, including 4 Caucasian females, is a GS-7 except for me. We all have the exact same job title, and have at times performed similar work. Yet, I have remained as a GS-5.
- I requested a desk audit at the same time as a Caucasian worker for the same work; she was promoted but I was not.
- I have requested, on a continuous basis, Flexiplace/work at home. I have been denied and a Caucasian co-worker was approved but it is not clear what, if any, work she does at home.
- Management has intentionally given the Caucasian employees better work assignments in order to promote them.
- I feel that I am being discriminated based on my race and age by management because I have been treated differently than other, Caucasian, Procurement Technicians.
- Secondly, I have been treated differently than other employees in that I have received a lower rating than all of the other employees. My lowered

# Complaint Letter

Sender Name  
Sender's Title or Position  
Sender's Organization Name  
Sender Street Address  
City, State, Zip Code

Date: DD/MM/YYYY

Recipient's Name  
Recipient's Position or Title  
Recipient's Organization Name  
Recipient's Street Address  
City, State, Zip Code

Dear Sir/ Madam,

I am writing this letter to bring your attention that I am not satisfied with your quality of services provided at \_\_\_\_\_ (business name). I am talking about the services I took on DD/MM/YYYY and want to let you know I was very upset with your staff's performance. They used to deal with me quite inefficiently and did not show their interest which they must show while dealing with regular customers.

I have been a regular client of your business but now I am completely disappointed. I expect quality services from you and request you to address this issue with immediate attention. I expect full compensation and look forward to your replies within shortest time.

Yours Sincerely

Write Your Name Here