Dear \_\_\_\_(Name/Sir/Madam)

I wish to complain about \_\_\_\_ (name of product or service, with serial number or account number) that I purchased on \_\_\_\_ (date and location of transaction).

I am complaining because \_\_\_\_ (the reason you are dissatisfied). To resolve this problem, I would like you to \_\_\_\_ (what you want the business to do).

When I first learned of this problem, I contacted \_\_\_\_ (name of the person, date of the call) at your company, and was told that nothing could be done about my problem. I believe that this response is unfair because \_\_\_\_ (the reason you feel the company has an obligation to you). I would like a written statement explaining your company's position and what you will do about my complaint.

I look forward to hearing from you as soon as possible to resolve this problem. If I do not hear from you within \_\_\_\_ (No. of days) days I will file complaints with the appropriate consumer agencies and consider my legal alternatives. I am enclosing copies of my receipt. I may be contacted at the above address and phone number.

Thanks and Regards,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Your name)