

To,
The Presiding Officer
Consumer Disputes Redressal Commission
Test Address, City

Subject: Consumer Complaint Regarding Service Discrepancies

Respected Sir/Madam,

I, Test User, resident of Test Address, City, wish to file a formal complaint against Concerned Authority regarding the following matter:

FACTS OF THE CASE:

1. On January 15, 2023, the complainant purchased a kitchen appliance from the respondent's retail store, which was advertised as having a two-year warranty and a satisfaction guarantee.
2. On February 20, 2023, the appliance malfunctioned, and the complainant contacted customer service, only to be informed that the warranty did not cover the specific issue experienced.
3. Despite multiple attempts to resolve the issue, including a formal complaint submitted on March 5, 2023, the respondent failed to provide a satisfactory solution or repair, violating the terms of the warranty.
4. As of April 10, 2023, the complainant has not received any follow-up communication from the respondent regarding the complaint, leading to further frustration and financial loss due to the appliance's continued malfunction.

LEGAL BASIS:

1. Section 2(1)(d) of the Consumer Protection Act defines a "consumer" as any person who buys goods or services for personal use. In this case, the complainant qualifies as a consumer as they engaged in a transaction for personal use, thus establishing jurisdiction under the Act.
2. Section 3 of the Consumer Protection Act mandates that consumers have the right to be protected against unfair trade practices. The actions of the respondent, which may include misleading advertisements or substandard goods, constitute unfair trade practices that have harmed the complainant.
3. Section 12(1)(c) of the Consumer Protection Act provides that a consumer has the right to seek redressal for any defect in goods or deficiency in services. The complainant has experienced a defect in the product/service provided, thereby entitling them to seek remedies under this provision.

4. Section 14 of the Consumer Protection Act outlines the rights of consumers to receive goods that are of satisfactory quality and fit for purpose. The failure of the respondent to deliver such goods or services directly violates this section, warranting a formal complaint for redressal.

PRAYERS:

In light of the above, I most respectfully pray that:

1. That the authority conducts a thorough investigation into the matter and provides a detailed report of findings within 30 days of receiving this complaint.
2. That the authority takes immediate corrective action to address the issue raised, ensuring compliance with consumer protection laws within 15 days of the investigation's conclusion.
3. That the authority compensates the complainant for any damages incurred as a result of the issue, with payment to be made within 45 days of the resolution of this complaint.

DOCUMENTS ENCLOSED:

1. Copy of the purchase receipt or invoice for the product/service in question
2. Correspondence records with the company, including emails or letters regarding the issue
3. Photographic evidence or documentation of the product/service defect or issue
4. Warranty or guarantee documentation that outlines the terms and conditions
5. Any relevant consumer protection laws or regulations that support the claim

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Date: 18 May, 2025

Place: Test Address, City

Yours faithfully,

Test User

Contact: 1234567890

Address: Test Address, City