

Graphic Organizer - Writing a Complaint Letter

Complete the complaint letter with the appropriate information.

Name of Contact Person (if available)

Title (if available)

Company Name

Consumer Complaint Division (if you have no specific contact)

Dear

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

Unfortunately, your product **(or service)** has not performed well **(or the service was inadequate)** because . 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.)**

To resolve the problem, I would appreciate your

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 Better Business Bureau. Please contact me at the above address or by phone at

Sincerely,

Enclosure(s)

Template adapted from the Federal Trade Commission at <http://www.ftc.gov>.