

Sample Complaint Letter

May 10, 2012

ABC Company
123 Some Street
Winnipeg, MB
R3X 2P5

Attention: Customer Services Manager

Re: Brand X, 18.6 cu ft. Bottom Mount Fridge Serial Number 12345

Dear Sir or Madam,

I am writing to seek your help in fixing a problem. On Monday, May 1, 2012 I purchased the above fridge from your Some Street location. John Doe was my sales representative.

As you can see from the attached bill of sale, I had purchased the fridge in stainless steel, which was more expensive than the black model. However, the fridge delivered on May 3rd to our home was black.

I informed the delivery person of the problem, however, he said that he could not help me with this. I called John Doe on May 4th, and he said that we received the right fridge. I indicated that this is not acceptable, and asked to speak to a manager. He said that she was busy at the moment but would phone me back. No one phoned back.

I understand that mistakes do happen, and I look forward to a quick resolution to this situation. Please telephone me to make arrangements for the delivery of the stainless steel fridge we have purchased, and to have the black model removed. If for some reason this fridge is not available, I will accept a full refund.

I have been a customer of ABC Company for many years, and I hope to have this resolved so that I can continue to shop in your store.

Please call me at 555-1234 as soon as possible to make the arrangements.

Sincerely,

Jane Customer
55 Sunnyside Way

How To Write A Complaint Letter To Your Boss

JG Myers



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