**Complaint letter template**

You can use this outline to help you write a complaint letter (although you may wish to vary it to fit your problem).

[Your name]

[Your address]

[Email and/or phone]

Dear Manager,

Re: COMPLAINT ABOUT [INSERT NAME OF PRODUCT OR SERVICE] PURCHASED AT [INSERT BUSINESS NAME] ON [INSERT DATE]

State that you have a problem with goods or services bought from the business at a particular location and date and that you want the problem fixed.

Explain the key details of the problem including when you discovered it and any other steps you’ve already taken to get it fixed, such as a telephone call or a visit to the store.

Note who you spoke to and any results of your efforts.

State that you have enclosed copies of relevant documents, such as a receipt of bank statement for proof of purchase.

State the steps you want the business to take to fix the problem.

State that you expect to hear from the business with a solution by [insert date or within 10 days].

Describe what you intend to do if the business fails to fix the problem—such as making a formal complaint to the Disputes Tribunal.

List your contact details.

Yours sincerely,

[Your name]

Enclosed: Copy of the receipt for [insert name of product or service]