



If you have a complaint against a trader you may need to send a letter. Before you write, make sure:

- You have read and understood the Consumer Action Pack.
- You have a valid complaint.
- You have the correct name and address of the trader.
- You have **copies** of any documents, receipts, guarantees or reports which you may need to send with your letter.

Remember:

- Quote your reference or account number if you have one.
- Keep a copy of your letter.
- Don't send original documents.
- Send your letter by recorded delivery.
- Write as soon as you can.
- If you don't get a reply to your letter write again after a reasonable time, say 14 days

Here are four examples of letters which should help you to sort out your complaint.

Letter 1 - Faulty goods

The Owner
A.N. Other Furniture
Any Road
Anytown

Mr. A. Jones
1 Every Road
Anytown

21st November

0100 123 4567

Dear Sir/Madam,

Supply of Goods and Services Act 1996

On 25th October, I bought a three piece suite from you for £750 which is faulty. The problems are:

1. One arm of the settee is loose
2. There are a number of nails sticking out of the chairs and settee
3. One of the cushions on the suite has flattened.

I complained about this to you the day after delivery and was told someone would call out. I have heard nothing since.

I wish to reject the goods and claim a full refund.

Please respond to my complaint within 7 days.

Yours faithfully,

A. Jones

Letter 3 - Reminder

The Owner
A.N. Other Furniture
Any Road
Anytown

Mr. A. Jones
1 Every Road
Anytown

17th December

0100 123 4567

Dear Sir/Madam,

I wrote to you on 21st November. I enclose a copy of that letter. I have not yet had a response.

Unless I hear from you within 7 days I will have to take court action. The costs of this action, which could include an independent report, will be added to my claim.

Yours faithfully,

A. Jones

Letter 4 - Final letter before Court

The Owner
A.N. Other Furniture
Any Road
Anytown

Mr. A. Jones
1 Every Road
Anytown

27th December

0100 123 4567

Dear Sir/Madam,

I have given you reasonable opportunity to resolve my complaint. You have failed to do so.

Unless I hear from you within 7 days with a satisfactory solution, I will start court action. The costs of this action, which could include an independent report, will be added to my claim.

Yours faithfully,

A. Jones

Letter 2 - Poor services and faulty goods supplied as part of a service

The Owner
A.N. Other Windows
Any Road
Anytown

Mrs B. Smith
2 Every Road
Anytown

1st September

0100 123 4567

Dear Sir/Madam,

Supply of Goods and Services Act 1996

On 25th March, you fitted double glazing for £3,500 which I have now discovered is faulty.

The problems are:

1. The bathroom window will not close properly
2. The seals on the lounge windows have failed.

I complained about this to you four weeks ago. Someone came out to look at the problem but I have heard nothing since.

I wish to claim a free repair.

Please respond to my complaint within 7 days.

Yours faithfully,

B. Smith