

## Sample complaint letter template for services you paid for

[Your name]

[Your address]

[Your phone number or email address (how you want to be contacted)]

Customer Services Manager (if you don't have a contact name)

[Company Name]

[Company address line 1]

[Company address line 2]

[Company address line 3] [Postcode]

Dear [Contact Person or Customer Service Manager],

[Account number, services purchased etc.]

On [date], I [bought, rented, was provided with etc.] a [service performed etc.] at [location, date and other important details of the transaction].

I am disappointed because [the service you provided, your service etc.] was [unsatisfactory, unfinished, defective etc.] because [explain the problem as you understand it giving as much detail as possible].

To resolve the problem I would like you to [state the action you require e.g. refund, service performed again, rectified etc.].

Enclosed is a copy/are copies of the [receipt, contract etc].

I look forward to hearing from you by [date – 10 working days after receiving this letter or email is a reasonable time for a response]. I would like this problem to be resolved between us. However, if we are unable to resolve the matter I will refer it to the Office of Fair Trading.

Please contact me at the address or phone shown above.

Yours sincerely

[Sign]

[Print Your Name]

[Date]

Enclosures: [state documents you have enclosed, if any]

Cc: [Include name and company if are sending a copy of this letter to someone else]

## **Sample complaint letter for services you paid for**

Jane Smith  
123 Main Street  
janesmith@mail.com

Customer Services Manager  
Washing Company  
234 Side Street  
Brisbane QLD 4000

Dear Customer Service Manager

Account #12345, Washing service for building

On 1 Jan 2013, I purchased pressure clean washing services for our building at 123 Main Street, for a price of \$1000 paid by bank card.

I am disappointed because the service you provided was not satisfactory due to the building still displaying grime and dirt in corners of the South corner.

To resolve the problem I would like you to please return and perform the service again in the specific area mentioned above.

Enclosed are copies of my receipt with your company for the services provided.

I look forward to hearing from you within 10 business days of receiving this letter. I would like this problem to be resolved between us. However, if we are unable to resolve the matter I will refer it to the Office of Fair Trading.

Please contact me at the address or phone shown above.

Yours sincerely

Jane Smith  
01 May 2013

2 copies of receipt of purchase with Washing Company provided.