

Formal Complaint Letter Template (Requesting Compensation)

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient's Name or "Customer Service Manager"],

I am writing to formally file a complaint regarding [describe the product/service, e.g., "the washing machine I purchased from your store on April 15, 2024, order number #123456"]. I have encountered significant issues with this product/service, specifically [briefly state the problem, e.g., "the machine stopped working within two weeks and repeated attempts to resolve the issue through your service department have been unsuccessful"].

Despite my earlier efforts to resolve this matter by [mention previous actions taken, e.g., "calling customer support on two occasions and emailing your support team on May 1, 2024"], my concerns remain unaddressed. This has resulted in [describe the impact, e.g., "considerable inconvenience and unexpected expenses"], as I have been unable to use the product as intended.

Given the circumstances, I respectfully request appropriate compensation for the inconvenience caused. I am seeking [state the specific compensation sought, e.g., "a full refund, replacement of the defective product, or reimbursement for associated costs"]. Attached are copies of relevant receipts, correspondence, and any supporting documentation.

I trust you understand my frustration and will treat this matter with the urgency it deserves. Kindly respond to this letter within [state a time frame, e.g., "14 days"] from the date above. I look forward to a prompt and fair resolution.

Thank you for your immediate attention to this issue.

Sincerely,
[Your Name]