

Formal Complaint Letter Regarding Billing Error

A **formal complaint letter regarding billing error** is a professional document written by a customer to address and rectify discrepancies found in a bill or invoice. Such a letter clearly states the specific billing error, provides evidence if available, and requests prompt resolution or correction. For example, a customer might write, "I am writing to formally dispute the charges listed on my last statement dated March 1st, 2024, which include a duplicate fee of \$50 for the service I received. Please review and adjust my account accordingly." This letter serves to document the issue while maintaining a respectful tone to facilitate an effective resolution.

Template

[Your Name]
[Your Address]
[City, State ZIP Code]
[Email Address]
[Phone Number]
[Date]
[Recipient Name]
[Recipient Title (if applicable)]
[Company Name]
[Company Address]
[City, State ZIP Code]
Subject: Formal Complaint Regarding Billing Error
Dear [Recipient Name],
I am writing to formally bring to your attention a billing error in my recent statement/invoice ([Invoice Number or Account Number]) dated [Date]. Upon reviewing the bill, I noticed the following details of the error:
- Date of Bill: [Date]
- Description of Error: [e.g., Duplicate charge of \$50 for the same service]
- Reference Number: [if applicable]
I have enclosed/attached copies of relevant documents to support my claim.
I kindly request that you investigate this matter and correct the error at your earliest convenience. Please provide written confirmation once the adjustment has been made. Should you need any additional information, please do not hesitate to contact me.
Thank you for your prompt attention to this matter.
Sincerely,
[Your Name]

Example

Jane Smith
123 Main Street
Springfield, IL 62704
janesmith@email.com
(555) 123-4567
March 5, 2024
Customer Service Department
ABC Utility Company
456 Industry Lane
Springfield, IL 62701
Subject: Formal Complaint Regarding Billing Error
Dear Sir or Madam,
I am writing to formally dispute the charges listed on my last statement dated March 1st, 2024, for account #789456123. The bill includes a duplicate service fee of \$50 for the same service. For your reference, I have attached copies of my previous bills and payment receipts which clearly show that I have already paid for the service in question.
I kindly request that you review my account and make the necessary adjustment. Please confirm in writing once my account has been updated. If you need any additional information, please do not hesitate to contact me.
Thank you for your immediate attention to this matter.
Sincerely,
Jane Smith