

Complaint Letter Template: Spoiled Food from Food Delivery Service

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

[Customer Service Department]
[Food Delivery Service Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Spoiled Food – Order #[Order Number]

Dear Sir/Madam,

I am writing to express my dissatisfaction with my recent experience using your food delivery service. On [Date], I placed an order (Order #: **[Order Number]**) to be delivered to [delivery address]. The delivery was received at approximately [Delivery Time].

Unfortunately, upon receiving the order, I noticed that [describe the specific issues with the food, e.g., “the chicken curry had a foul odor and was discolored, indicating spoilage. Additionally, the salad appeared wilted and had an unpleasant taste”]. This was both disappointing and concerning, as it posed a risk to my health and ruined my meal experience.

I am attaching photos of the spoiled food along with the receipt for your review. I expect a full refund for the order and would appreciate an explanation as to how such an incident could occur. Additionally, I hope you will take steps to ensure this does not happen to other customers in the future.

I look forward to your prompt response and a satisfactory resolution to this matter. Please contact me at [Your Phone Number] or [Your Email Address] if you require further information.

Thank you for your attention to this matter.

Sincerely,
[Your Name]