

# Formal Complaint Letter Template

## Sender's Name

Sender's Address

City, State, ZIP Code

Email Address

Phone Number

Date

## Recipient's Name

Title/Position (if known)

Company/Organization Name

Recipient's Address

City, State, ZIP Code

Subject: Formal Complaint Regarding [Brief Description of Issue]

Dear [Recipient's Name / To Whom It May Concern],

I am writing to formally lodge a complaint regarding [describe the nature of the issue succinctly, e.g. the poor quality of service I received on June 10, 2024, at your store/branch, or the failure to deliver the purchased product as per the agreed terms].

On [date of incident], I experienced [describe the issue in more detail, including any relevant facts and names of individuals involved if applicable]. Despite my previous attempts to resolve this issue informally (mention if prior communication occurred), no satisfactory resolution has been reached.

To substantiate my complaint, I have attached the following supporting documents:

- [Document 1: e.g., copy of receipt, photographs, email correspondence, warranty card]
- [Document 2]
- [Document 3]

These documents provide evidence of the incident and support my claims.

I kindly request that you investigate this matter promptly and take appropriate corrective action. I would appreciate a written response within [reasonable number of days, e.g., 14 days] and information on any steps you intend to take to address this issue.

Should you require further information or clarification, please contact me at [your phone number or email address]. I trust that my concerns will be given the priority and attention they deserve.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

## Enclosures:

- [List of attached supporting documents]