

# Complaint letter ...sample

Consumers can use this to help them make a complaint

## Sample

<Your Full Name >  
<Address>  
<Address>  
<Address>  
<Post Code>

Formal complaint

Reference: <reference>

Property address: <property address>

Date:

Dear <Title><Surname>

This is my written complaint about your service.

Complaint details:

1. What was/is the problem?
2. Summarise what happened and include dates, times and name of relevant individuals as appropriate
3. Refer to, and provide any copies of documents to support your complaint (keep this relevant to the points made)
4. What solution are you looking for and when by?

Please respond to this complaint by **<date>** [this should not be less than 7 working days and you should refer to the agent's own internal complaints procedure] in line with your complaints procedure. If you do not respond to this complaint, I will raise a complaint with the Property Redress Scheme.

With thanks

<Your name>