

# Example formal complaint letter template

Your name  
House/ flat/ building number and street name  
Town  
County  
Postcode  
Your telephone number

Name of the person you are writing to  
Name of the firm  
Building number and street name  
Town  
County  
Postcode

Today's date

## Formal complaint about [name of service provider]

Dear Mr/Mrs/Ms [name of the firm's contact]

I am writing to make a formal complaint against [name of individual who provided the service]. My complaint is that they failed to provide me with a satisfactory service when

- describe what the service provider had been hired to do for you [for example dealing with the sale or purchase of a house].
- say when this was [give the date or dates when the problem occurred].

My complaint is that [list what you think went wrong or wasn't done properly. Be as clear as you can. It can help to make it short and to the point].

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This situation has caused me [describe the impact this issue has had on you, your family or others who have been affected by the problem].

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In my view, you should .... [describe what you think the service provider should do to put things right. Apologise? Return documents they've been holding on to? Do more work to put things right? Pay you some money to compensate you for something you have lost or had to pay for as a result of their poor service?].

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I understand that you are required to respond formally to my complaint. I shall follow up this letter if I do not hear back from you by [give a date of about seven days]. In the meantime, if you need any further information from me, please [telephone me on the above number/ write to me at the address shown].

I look forward to hearing from you in the very near future.

Yours sincerely

Sign your name and write or print it out again underneath