[Your address]
[Your city, state, zip code]

[Today’s date]

[Name of contact person (if available)]
[Title (if available)]
[Company name]
[Consumer Complaint Division (if there is no contact person)]
[Street address]
[City, state, zip code]

**Re: [Account number or other reference to your complaint]**

Dear [Contact Person]:

This letter is to [notify you *{or}* follow up on our conversation of {date}] about a problem I am having with the [name of product or service performed] that I [bought, leased, rented or had repaired] at your [name of location] location on [date].

I am dissatisfied with your [service or product] because [describe problem].  I have already attempted to resolve this problem by [describe attempts and actions taken].  I have enclosed copies of my records*.  [Include****copies****of receipts, canceled checks, contracts, and other relevant documents]*

Unfortunately, the problem remains unresolved. I am hereby requesting that you: *[List specific actions you want (such as:****refund****, exchange or repair the item)]*

1.
2.
3.

Please contact me within [number of days] days to confirm that you will honor my request. I have prepared a complaint for submission to the proper agencies for investigation. I will not file the complaint if you resolve the problem within this time period I have indicated.

Thank you for your anticipated assistance in resolving my problem.  Please contact me at [telephone number and/or e-mail address] if you have any questions.

Sincerely,

*[Your signature]*

[Your name]

Enclosure(s): [List attached document copies]

cc: [Name(s) of anyone to whom you are sending a copy of this letter]