

How to complain in writing

Quick and easy advice on how to complain in writing about goods or services you have bought.

When you are writing a letter, it is important to give clear information about when you bought something and what was wrong. Also tell the company what you want them to do about it.

If you complain in writing:

- Keep the letter brief and to the point
- Describe the item or service you bought
- Say where and when you bought the item – or when the service was given – and how much it cost
- Explain what is wrong.
- You need to be clear about what you see the problem as and what you would like to happen. Do you want a repair, a replacement, a refund or the job done again without charge?
- Be clear about what you want while remaining polite.
- [Send the letter](#) by recorded or special delivery so you can check your letter has been delivered.
- Keep copies of any letters you send. Don't send original documents, send photocopies instead.



For **more** help and advice please contact Consumer Direct on **08454 040506**.
