[Your name]

[Your address, including phone number and email address

[date]

The Manager

[name and address of business]

Dear Sir/Madam [use their name if possible]

Re: [specify product or service] purchased at [name of business] on [date]

I am writing to complain about the [describe the product or service] which I purchased at [name of business and location] on [date].

[Describe the problem. Say when it happened and what you have done to try to fix it or get it fixed. Give details including names of people you have spoken with and when. You might need to attach a separate schedule if it’s a long saga].

[List any documents you are including and send copies – not originals. For example, invoices, receipts, an advertisement you relied on when you bought the product or service].

[Describe what you would like the business to do to fix the problem. Give them a reasonable timeframe to r fix the problem, such as 7 or 14 days – it depends on what type of problem you have].

[Explain what you will do if the business does not fix the problem. For example, making a complaint to your state or territory consumer protection agency and/or the ACCC and/or telling CHOICE about it].

[Ask for a response to your letter within say 7 days and say how you would prefer to be contacted].

Yours sincerely

[Your signature]

[Your name]