

complaints letter example - poor service

(use letterheaded paper showing home/business address and phone number)

name and address (for example to a service manager)

date

Dear (name)

Outstanding service problem - contract ref (number)

I really need your help with this.

Your engineer (name if appropriate) called for the third time in the past ten days to repair our (machine and model) at the above address, and I am still without a working machine.

He was unable to carry out the repair once more because the spare part (type/description/ref) was again not compatible. (I attach copies of the service visit reports.)

Your engineers have been excellent as always, but without the correct parts they can't do the job required.

Can I ask that you look into this to ensure that the next service visit, arranged for (date), resolves the matter.

Please telephone me to let me know how you'd like to deal with this.

When the matter is resolved I'd be grateful for a suitable refund of some of my service contract costs.

I greatly appreciate your help.

Yours sincerely

signature

J Smith (Mrs)

Enc.