

Business Complaint Letter Template

[Your Name]

[Your Job Title (if applicable)]

[Your Company Name (if applicable)]

[Your Company Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Full Name]

[Recipient's Job Title]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Subject: Formal Complaint Regarding [Product/Service/Incident]

Dear [Recipient's Name],

I am writing to formally lodge a complaint regarding [specific issue, e.g., "a defective product," "poor service," or "unfulfilled contractual terms"] that we encountered on [date of incident]. Despite our previous attempts to resolve this matter, we have yet to receive a satisfactory resolution.

Details of the Issue

On [date], we [describe transaction or engagement, e.g., "purchased Product X," or "engaged your company for Service Y"]. Unfortunately, the following problems have occurred:

1. **[Problem 1]:** [Brief description of the issue, e.g., "The product received was defective and did not function as advertised"].
2. **[Problem 2]:** [Additional issues or concerns, if applicable].

These issues have caused [brief explanation of inconvenience, financial loss, or impact on business operations]. We had expected a higher standard of [quality/service] based on [previous experiences, agreements, or company reputation].

Previous Communication Attempts

We have made several attempts to address this issue, including:

- [Date of previous communication, e.g., "Phone call on June 10, 2024"].
- [Method of communication, e.g., "Email sent on June 12, 2024"].

Despite these efforts, the matter remains unresolved.

Requested Resolution

To rectify this situation, we request the following:

1. **[Specific Action 1]:** [E.g., "A replacement product free of charge"].

2. **[Specific Action 2]:** [E.g., “A full refund”].

We ask that you address this matter within [reasonable timeframe, e.g., “14 days”] from the date of this letter. Failure to respond promptly may leave us no choice but to escalate the matter further, including seeking legal recourse or reporting to relevant authorities.

Conclusion

We hope to resolve this matter amicably and maintain a positive business relationship moving forward. Please contact me directly at [your phone number] or [your email address] to confirm the steps you will take to address this complaint.

Thank you for your attention to this matter.

Sincerely,

[Your Full Name]

[Your Job Title (if applicable)]

[Your Company Name (if applicable)]

[Email Address]

[Phone Number]

Attachments: [List any relevant documents, e.g., “Copies of receipts, correspondence, or photos of the defective product”]