

FORMAL COMPLAINT LETTER

This is a customizable starting template, not a finished legal document. Replace every [BRACKETED] field with your specifics, delete or adapt any clause that does not fit your situation, and have a licensed attorney in the governing jurisdiction review it before you send or rely on it. CyberSygn is not a law firm and this template is not legal advice.

This Formal Complaint Letter (this "**Letter**") is sent as of [DATE] by [YOUR FULL NAME], residing at [YOUR ADDRESS] (the "**Complainant**"), to [BUSINESS LEGAL NAME], a business located at [BUSINESS ADDRESS] (the "**Recipient**"), regarding the matter described below (the "**Matter**").

Complainant and Recipient are each a "**Party**" and together the "**Parties**."

Recitals. Complainant is a customer of, or otherwise had dealings with, the Recipient and has experienced a problem with the goods, services, or conduct described in this Letter. Complainant sends this Letter to put the Recipient on notice of the problem, to create a clear written record, and to request a specific resolution within a stated time. This Letter is intended as a good-faith effort to resolve the Matter directly before pursuing other remedies.

1. Parties and Reference Information

1.1 Complainant. The Complainant is [YOUR FULL NAME], reachable at [YOUR PHONE] and [YOUR EMAIL]. The Complainant is the person who purchased the goods or services, received the conduct, or is otherwise directly affected by the Matter.

1.2 Recipient. This Letter is directed to [BUSINESS LEGAL NAME], and where applicable to the attention of [NAME / DEPARTMENT, e.g. Customer Service Manager].

1.3 Reference identifiers. The Matter relates to the following reference information: account number [ACCOUNT NUMBER, or N/A], order or invoice number [ORDER NUMBER, or N/A], transaction date [DATE], and any prior case or ticket number [TICKET NUMBER, or N/A].

1.4 Purpose. This Letter serves as a formal, written complaint and a request for resolution. Nothing in this Letter waives any right or remedy the Complainant may have, all of which are expressly reserved.

2. Background and Facts

2.1 The transaction. On or about [DATE], the Complainant [purchased / contracted for / received] the following goods or services from the Recipient: [DESCRIBE THE GOODS OR SERVICES], at a price of [AMOUNT], paid by [PAYMENT METHOD].

2.2 What went wrong. The problem the Complainant experienced is as follows: [DESCRIBE THE PROBLEM IN PLAIN, FACTUAL TERMS — what happened, when, where, and who was involved]. The Complainant has described the events accurately and to the best of the Complainant's knowledge.

2.3 Impact. As a result of the Matter, the Complainant has suffered the following harm or inconvenience: [DESCRIBE FINANCIAL LOSS, WASTED TIME, MISSED USE, OR OTHER IMPACT].

2.4 Prior contact. The Complainant [has / has not] previously raised this Matter with the Recipient. If previously raised, the prior contact occurred on [DATE(S)] by [PHONE / EMAIL / IN PERSON], and the outcome was

[DESCRIBE OUTCOME OR LACK OF RESPONSE].

3. Supporting Documentation

3.1 **Enclosures.** The Complainant encloses or attaches the following documents in support of this Letter: [LIST, e.g. copy of receipt, photographs, prior correspondence, warranty, screenshots].

3.2 **Copies, not originals.** The Complainant is providing copies and retains the originals. The Recipient may request to inspect originals by arrangement.

3.3 **Availability of further records.** The Complainant can provide additional records relevant to the Matter on reasonable request.

4. Requested Resolution

4.1 **Specific remedy sought.** The Complainant requests the following resolution: [DESCRIBE — e.g. a full refund of \$[AMOUNT], replacement of the item, repair at no cost, a credit, a written apology, or correction of the account].

4.2 **Why this remedy is appropriate.** The requested remedy is appropriate because [BRIEF EXPLANATION TYING THE REMEDY TO THE HARM].

4.3 **Alternative resolution.** If the Recipient cannot provide the primary remedy, the Complainant is willing to consider [ALTERNATIVE REMEDY, or "an alternative the Recipient proposes in writing"].

5. Deadline for Response

5.1 **Response window.** The Complainant requests a written response within [NUMBER, e.g. 14] days of the date of this Letter, sent to the contact information in Section 1.1.

5.2 **No response.** If the Complainant does not receive a satisfactory written response within that period, the Complainant may pursue further remedies as described in Section 6, without further notice except as required by law.

6. Reservation of Rights and Next Steps

6.1 **Reservation.** The Complainant reserves all rights and remedies available under applicable consumer-protection, contract, and warranty law, which vary by jurisdiction. Nothing in this Letter is a waiver of any such right.

6.2 **Possible next steps.** If the Matter is not resolved, the Complainant may, as permitted by law, [file a complaint with a consumer-protection agency or the relevant licensing board, initiate a chargeback, pursue mediation, file in small-claims court, or consult an attorney].

6.3 **Good faith.** The Complainant prefers to resolve the Matter directly and amicably and sends this Letter in good faith to that end.

7. Delivery and Record

7.1 **Method of delivery.** This Letter is being sent by [METHOD, e.g. certified mail with return receipt, email with read receipt, and/or the Recipient's online complaint portal], to create a record of delivery.

7.2 **Record retention.** The Complainant will retain a copy of this Letter and proof of delivery for the Complainant's records.

7.3 **Authorized contact.** All correspondence regarding the Matter should be directed to the Complainant at the contact information in Section 1.1, or to the Complainant's authorized representative, **[NAME, or N/A]**.

8. Signature

8.1 **Sincerity.** The Complainant affirms that the statements in this Letter are true and accurate to the best of the Complainant's knowledge and belief.

8.2 **Execution.** The Complainant signs below to confirm and send this Letter.

COMPLAINANT

Signature: _____

Printed name: **[YOUR FULL NAME]**

Title: **[N/A, or title if sent on behalf of an entity]**

Date: _____

Template provided by CyberSygn. Not legal advice. CyberSygn is not a law firm. Consult a licensed attorney in your jurisdiction before relying on this document.