

[Insert company or personal letterhead, or type your name and address]

January 27, 1997

[Mr/Ms] [First Name] X. [Last Name]
[Position]
[Company]
[Department]
[Division]
[Address 1]
[Address 2]
[City], [St/Prov], [Country] [ZIP/POSTAL]

[Salutation]

I am unhappy with the service I received from [Company] recently, and would like to bring my dissatisfaction to your attention. On [date], I [contacted, visited, met with, received a visit from] [Company] and spoke with [name or position of person complained about].

[Describe in more detail the service problem and the difficulty its not being right causes you.]

I depend on [Company] to provide me with good service, and this is the first time I have had a problem. I hope that this incident is merely an isolated one, and that I can obtain better service from you in future.

I would appreciate your calling me at [your phone number] within the next [deadline period: week, three days, etc.] to discuss a solution to this problem. I look forward to hearing from you.

Sincerely,

[Your Name]
[Your Position]

[Notations for Enclosures, cc:, etc.]