

**SAMPLE COMPLAINT LETTER
HOME BUILDING WORK**

Your name
Your address
Your phone number
Your email address (if you have one)

Date

Name of builder
Street
Suburb/town State Postcode

Dear Sir/Madam

On *(date)* I entered into a contract with your company to *(say what the contract was for, for example to construct a family room at my home at <address>)*.

Unfortunately, the work has been unsatisfactory because *(state what the problem is and why it's a problem, for example, the roof gutters have not been installed correctly and the roof is leaking)*.

I would appreciate it if you could organise to *(say what you want the builder to do to fix the problem, for example, have the roof gutters correctly installed)* by *(date)*.

You can contact me on *(phone number or mobile phone number)* to arrange a suitable time for the repairs to start.

I look forward to settling this matter amicably. If, however, you choose not to undertake the rectification work required by *(date)*, I will consider taking further action to resolve the complaint through the Department of Commerce or the Building Disputes Tribunal.

Yours faithfully

(Your signature)

(Your name)