

[Your address]  
[Your city, state, zip code]

[The date]

[Name of contact person (if available)]  
[Title (if available)]  
[Company name]  
[Consumer Complaint Division (if there is no contact person)]  
[Street address]  
[City, state, zip code]

**Re: [Account number or other reference relevant to your complaint]**

Dear [Contact Person]:

This letter is to [notify you *or*] follow up on our conversation of {date} about a problem I am having with the [name of product or service performed] that I [bought, leased, rented or had repaired] at your [name of location] location on [date].

I am dissatisfied with your [service or product] because [describe problem]. I have already attempted to resolve this problem by [describe attempts and actions taken]. I have enclosed copies of my records.

*[Include copies of receipts, canceled checks, contracts, and other relevant documents]*

Unfortunately, the problem remains unresolved. I am hereby requesting that you: *[List specific actions you want (such as: refund, exchange or repair the item)]*

1)

2)

3)

Please contact me within [number of days] days to confirm that you will honor my request. I have prepared a complaint for submission to the proper agencies for investigation. I will not file the complaint if you resolve the problem within this time period I have indicated.

Thank you for your anticipated assistance in resolving my problem. Please contact me at [telephone number and/or e-mail address] if you have any questions.

Sincerely,

*[Your signature, for printed and mailed letters]*

[Your typed name]

Enclosure(s): [List attached document copies]