

Example of what to put in a complaint letter

Please keep a copy of your complaint letters.

Your name
Address
e-mail
Phone number

Reach Unit 47,
Ellis Street, Fountain Business Centre
Coatbridge, North Lanarkshire
ML5 3AA

Date

COMPLAINT

Dear

I would like to complain about the following aspect of your service/issue:

- *Give details of what has gone wrong and tell them what you think would resolve the problem.*
- *Clearly explain what you would like to happen as a result of your complaint.*
- *Do you want an apology, a change in policy, a service that should have been provided?*
- *You can ask the organisation to explain how they made their decision.*
- *Include information about what you have already done to try to sort things out.*
- *You may also find it helpful to include copies of previous letters, photos, statements etc.*

Please contact me so that I know that you have received my complaint and that it is being investigated.

I would also like to know when you will send me a full reply.

Yours sincerely,

Your name