

Sample letter – requesting a remedy for a service

Your details
Full name
Postal address
Email

Business Details

Contact Person (if known)
Position Title (e.g. Customer Service Manager)
Business Name
Business Address

Dear (Contact Persons Name e.g. Mr or Ms Smith or Position Title e.g. To the Manager)

On [date], I [attended, purchased, rented, was provided with etc] a [service e.g. tiling, service of a vehicle etc.] by your company/business [name of company/business in full] at [full address or location of business]. [Describe what you asked for and any other details of the transaction]. I have enclosed a copy of my receipt [and/or any other relevant documentation or reports].

Describe in detail the problem with the service

The [service performed, describe what was done] was unsatisfactory because [provide detail of the problem as you understand it giving as much detail as possible].

Describe in detail what you have done to resolve the issue

I phoned/returned to the business on [date] and spoke with [name of representative or manager] and was unable to satisfactorily resolve this situation. [Outline in detail what you were advised or offered].

To resolve the problem I request that you [state the remedy that you request: refund the full purchase price of the service, rectify the problem at no cost to me, and compensate me for having the problem corrected by another service provider].

Please respond in writing to the above mentioned concerns within 10 business days. If I do not hear from you by [date] I will forward my complaint to Northern Territory Consumer Affairs for further advice.

You can contact me by post or email (details provided above) at any time to discuss this letter.

Yours sincerely

[Sign]
[Print Your Name]
[Date]

Attachments: [state the documents that you have enclosed, if any]

Cc: [Include department or company name if you want to send a copy of this letter to someone else]