**Complaint Letter Format Breakdown**

**1. Subject Line**

**Example:**

**Urgent: Damaged Goods – Ref No. 34ED12QP**

**Purpose:**

* States the issue clearly and professionally.
* Includes any relevant reference/order number.

**2. Salutation / Greeting**

**Example:**

**Dear Mrs Boswell,**

**Purpose:**

* A formal opening using the recipient’s title and surname.
* Avoids informal greetings like *“Hi”* or *“Hello”* in business emails.

**3. Introduction (Reason for Writing)**

**Example:**

*I wish to draw your attention to an issue regarding a recent order from your company...*

**Purpose:**

* Immediately states the purpose of the letter.
* Briefly introduces the problem without too much detail.

**4. Details of the Complaint**

**Example:**

*Not only was the delivery four days later than agreed, but...*

**Purpose:**

* Describes the problem clearly (e.g., late delivery, damaged goods).
* Includes specifics such as dates, percentages, and actions taken.

**5. Previous Contact or Attempt to Resolve**

**Example:**

*I contacted your customer service manager, Peter Taylor...*

**Purpose:**

* Shows the sender has already tried to resolve the issue.
* Adds background and context to strengthen the complaint.

**6. Impact of the Problem**

**Example:**

*The damaged components are now seriously affecting our production...*

**Purpose:**

* Explains the consequences of the problem.
* Helps the recipient understand the urgency and seriousness.

**7. Request for Action**

**Example:**

*I believe I am entitled to a clear explanation...*

**Purpose:**

* Politely but firmly states what the sender expects (e.g., replacement, refund, explanation).
* May include a deadline for response.

**8. Closing Warning (if needed)**

**Example:**

*Unless this issue is dealt with promptly, we will have no choice but to consider further action.*

**Purpose:**

* Communicates the seriousness and possible consequences if the issue isn’t resolved.

**Complaint Letter Key Phrases Reference Sheet**

**Opening (Stating the Reason for Writing)**

* I am writing to express my dissatisfaction with...
* I wish to draw your attention to...
* I am contacting you regarding...
* I am extremely disappointed with...
* I feel compelled to write to you about...

**Body (Describing the Problem and Impact)**

* The item/service was not as described.
* The delivery was delayed by...
* The product arrived damaged/faulty/incomplete.
* This issue has caused serious inconvenience.
* I contacted your customer service department but...
* So far, no satisfactory solution has been offered.
* This is unacceptable for a company of your reputation.
* We have been loyal customers for...

**Closing (Requesting Action and Follow-Up)**

* I expect this matter to be resolved promptly.
* I would appreciate a full refund/replacement.
* I hope this issue can be resolved quickly.
* If I do not hear back from you within [time], I will take further action.
* I look forward to your prompt response.
* Please let me know how you intend to resolve this issue.
* Thank you for your attention to this matter.