

Formal Letter of Complaint

Writing Sample

Wheeler's Deals
12 Main Street
Baytown
Kent
KT15 8RL

7 Jasmine Road
Essex
EX36 9EL

24th June 2016

Dear Mr Wheeler,

I bought a red, 2005, Buzuki Whiz from your garage on 16th July 2016 and I am very unhappy with it. I've tried calling you a number of times but as soon as I give my name, I am cut off. I am writing this formal letter of complaint to inform you of the serious issues I have had with this vehicle and what I expect from you as a result.

I started having problems just days after I bought the car from you. These issues include thick smoke coming from the exhaust, faulty windscreen wipers, a heater which only blows cold air, a broken horn and just yesterday one of the wing mirrors fell off. Mr Wheeler, you told me that this car was in excellent condition.

First of all, I demand a full refund by the end of the month. Secondly, the car is sitting in our driveway and I expect that someone will come to collect it by the end of the week. Please be aware that if my expectations aren't met, I will be taking the matter further.

Yours sincerely,

Mr S.Holmes

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12 Main Street
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KT15 8RL

7 Jasmine Road
Essex
EX36 9EL

24th June 2016

Dear Mr Wheeler,

I bought a red, 2005, Buzuki Whiz from your dealership on 16th July 2015 and to say I am unhappy with the purchase is an understatement. I've tried calling your garage a number of times but as soon as I give my name, the line goes dead. I am writing this formal letter of complaint to inform you of the serious issues I have had with the vehicle and what I expect from you as a result.

Days after buying the car, I experienced the following problems: thick smoke coming from the exhaust, a loud rattling noise under the car bonnet, faulty windscreen wipers, a heater which only blows cold air, a broken horn, a sun roof which refuses to open and just yesterday one of the wing mirrors fell off. Mr Wheeler, you assured me that this car was in excellent condition and I trusted you. This car is unfit to drive and could have caused me to be involved in a road traffic accident.

Firstly, I demand a full refund by the end of the month. Furthermore, the car is sitting in our driveway and I expect that someone will come to collect it by the end of the week. Please be assured that if my expectations aren't met, I will be taking the matter further.

Yours sincerely,

Mr S.Holmes