

## Writing a letter of complaint

1. Ensure that you have the correct trading name and address and send you letter to the Owner, or Director by Recorded Delivery post. You should find these details on your receipt or in the local telephone directory.
2. Make sure you quote your reference number, customer number or invoice number
3. Send a copy of your proof of purchase, remember this does not restrict you to a receipt
4. Give a brief outline of your complaint, quoting dates of events and circumstances
5. Be clear what you want the trader to do. Request a repair, replacement, refund etc
6. Ask the trader to respond to your letter within a specified time
7. If the trader doesn't respond to you within this timescale send him a reminder by recorded delivery post enclosing a copy of the first letter
8. Keep a copy of all correspondence.



SAMPLE COMPLAINT LETTER REJECTING FAULTY GOODS

Mr A Jones  
1 Every Road  
Glasgow

0141 123 4567

28th September

The Owner  
A.N. Other Furniture  
Any Road  
Anytown

Dear Sir/Madam,

**Sale of Goods Act 1979 (as amended)**

On 23rd September I bought a three piece suite from you at a cost of £750 which was faulty on delivery. The problems are:

1. One arm of the chair is loose
2. There are a number of nails sticking out of the chairs and settee
3. One of the cushions on the settee has flattened.

I advised you about these faults the day after delivery and was told someone would call out but to date I have heard nothing from you.

I believe that you have broken your contract with me and as such I reject the goods and claim a full refund of all monies paid. This suite will be available for collection within the next 10 days at this address.

Yours faithfully,

A. Jones

SAMPLE LETTER TO A CREDITOR RE FAULTY GOODS

Mr A Jones  
1 Every Road  
Glasgow

0100 123 4567

28th September 05

The Company Secretary  
Trader Finance  
Finance Road  
Anytown

RECORDED DELIVERY

Dear Sirs,

**Account No. AB123456**  
**Sale of Goods Act 1979 (as amended)**

On 23<sup>rd</sup> September, I bought a three piece suite from A. N. Other Furniture. This contract was arranged using a credit agreement from your company. I have discovered that the suite is faulty. Please find enclosed copy letter to A. N Other Furniture for your perusal

The problems are:

1. One arm of the chair is loose
2. There are a number of nails sticking out of the chairs and settee
3. One of the cushions on the settee has flattened.

I complained about this to A.N. Other Furniture the day after delivery and was told someone would call out but to date no one has contacted me. I believe that this company has broken its contract with me in terms of the Sale of Goods Act 1979.

As you can see I have now rejected the goods and am currently awaiting collection of the suite and a refund of all monies paid. Section 75 of the Consumer Credit Act 1974 states your company has joint and equal liability and as such I subsequently cancel my agreement with you.

Yours faithfully,

A. Jones

Mr A Jones  
1 Every Road  
Glasgow

0141 123 4567

17th November 2005

The Owner  
A.N. Other Furniture  
Any Road  
Anytown

Dear Sir/Madam,

I refer to my letter of 28th September, copy enclosed, and note that to date I have not received any response.

I believe that I have given you a reasonable opportunity to resolve my complaint but you have failed to do so.

Please note that unless I hear from you within 7 days I will have no option but to raise a small claims action against you to recover my losses.

May I take this opportunity to advise you that any expenses incurred in relation to raising this court action will be added to my claim.

Yours faithfully,

A. Jones

SAMPLE LETTER FOR GOODS WHICH INVOLVE SERVICES

Mrs B Smith  
2 Every Road  
Glasgow

0141 123 4567

1st September 05

The Owner  
A.N. Other Windows  
Any Road  
Anytown

Dear Sir/Madam,

**Common Law of Scotland & Supply of Goods and Services Act 1982 Part 1A**

On 25th March, I contracted your firm to supply and install double glazing to my house at an agreed price of £3,500. I have now discovered faults with both the installation and the windows.

The problems are:

1. Water is seeping through at window sills
2. The bedroom window will not close properly
3. The seals on the lounge windows have failed

I complained to you about these problems four weeks ago. A representative from your firm came out to look at the problem but I have heard nothing since. I am willing to accept a repair if this can be done within the next 7 days and without any inconvenience to me or I request replacement windows

Please respond to my complaint within 7 days.

Yours faithfully,

B. Smith

Sample letter for to Creditor re Supply of Goods & Services/common law

Mrs B Smith  
2 Every Road  
Glasgow

0141 123 4567

1st September

The Company Secretary  
Finance Co Ltd  
Bridge Road  
Anytown

Dear Sirs,

**Account No. 12345**

**Common Law of Scotland & Supply of Goods and Services Act 1982 Part 1A**

On 25th March, I contracted A.N. Other Windows to supply and install double glazing to my home. This contract was arranged using a credit agreement with your company. I have discovered that the double glazing is faulty.

The problems are;

1. Water is seeping through at window sills
2. The bedroom window will not close properly
3. The seals on the lounge windows have failed

I complained about this to A.N. Other Windows four weeks ago and although someone came out to look at the problem no offer has been made

As you know you have joint liability under Section 75 of the Consumer Credit Act 1974 and I wish these faults to be rectified without any inconvenience or replacements installed.

Please respond to my complaint within 7 days.

Yours faithfully,

Sample letter for Hire Purchase Agreement

Mr A Jones  
1 Every Road  
Glasgow

0141 123 4567

9 November 05

The Company Secretary  
The Finance Co Ltd  
Any Street  
Anytown

Dear Sir/Madam,

**Account No. 345678**

**Supply of Goods (Implied Terms) Act 1973 (as amended)**

On 1 February I entered into a Hire Purchase Agreement, through your dealer A N Other Motors, for a used (make & model), registration number.....The total cost of this vehicle is £5000.00.

I have subsequently complained to A N Other Motors regarding the following faults:

1. The car has failed to start on numerous occasions.
2. There is an oil leak.

A N Other Motors have refused to make any offer.

In terms of the above legislation I would be grateful if you would now arrange to have the car examined and the complaints rectified.

Please respond to my complaint within 7 days.

Yours faithfully,

A. Jones