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Once you've downloaded the document, insert your words in place of the prompt words in square brackets.

For important context, see [if you're not happy with a service](#).

[Your name]

[Your address]

[Date]

[Seller's name]

[Seller's address]

Dear [Seller],

Re: Complaint about poor quality work

On [date of contract], you agreed to [describe what the contract is for; for example, install a new roof at our home at 123 Main Street in Vancouver, British Columbia]. The contract price was [price].

We agreed this work would be completed by [date work to be completed by].

However, I have had the following problem: [describe the problem; for example, the work was not done properly or something was misrepresented at the time of sale].

Under the law in British Columbia, you are required to use reasonable care and skill in doing the contracted work, and to use materials of reasonable quality.

[additional option if there was misrepresentation] As well, under British Columbia law a service provider is not permitted to misrepresent their services to the consumer.

To resolve the problem, I would appreciate [state the specific action you would like; for example, a refund or that they repair the work at their expense].

Enclosed are copies of these documents: *[include copies of any contract, invoices, marketing or other documents related to the contract]*.

I look forward to your reply and to resolving the problem, and will wait until *[set a time limit; usually 10 working days is sufficient]* before taking my next step. Please contact me at the above address or by telephone at *[your phone number]*.

Yours sincerely,

[Your name]

Disclaimer: At People's Law School, we believe accurate, plain English information can help people take action to work out legal matters. This template is a sample. **It is not intended as legal advice.** We recommend you consult a legal professional in British Columbia if you want professional assurance that this information is appropriate to your situation.