

**Letter of complaint - *Here's a structured framework for writing a letter of complaint***

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| <b>1. **Sender's Information:**</b> <ul style="list-style-type: none"><li>- Your name</li><li>- Your address</li><li>- Your contact information (phone number or email)</li></ul>                                                                                |  |
| <b>2. **Date:**</b> <ul style="list-style-type: none"><li>- Write the date on which you're sending the letter.</li></ul>                                                                                                                                         |  |
| <b>3. **Recipient's Information:**</b> <ul style="list-style-type: none"><li>- Name of the recipient (if known)</li><li>- Title or position of the recipient (if applicable)</li><li>- Company or organisation name</li><li>- Address of the recipient</li></ul> |  |
| <b>4. **Salutation:**</b> <ul style="list-style-type: none"><li>- Use a formal salutation such as "Dear [Recipient's Name]," or "To Whom It May Concern," if you don't have a specific recipient.</li></ul>                                                      |  |
| <b>5. **Introduction:**</b> <ul style="list-style-type: none"><li>- Briefly explain the purpose of your letter and provide context for your complaint.</li></ul>                                                                                                 |  |

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| <ul style="list-style-type: none"> <li>- Mention any previous attempts you've made to resolve the issue, if applicable.</li> </ul>                                                                                                                                                                                                                       |  |
| <p>6. <b>**Description of the Problem:**</b></p> <ul style="list-style-type: none"> <li>- Clearly and concisely describe the issue or problem you're experiencing.</li> <li>- Provide specific details, including dates, times, and any relevant documentation or evidence.</li> <li>- Avoid using emotional language and stick to the facts.</li> </ul> |  |
| <p>7. <b>**Impact:**</b></p> <ul style="list-style-type: none"> <li>- Explain how the problem has affected you or others.</li> <li>- Describe any inconvenience, financial losses, or other negative consequences resulting from the issue.</li> </ul>                                                                                                   |  |
| <p>8. <b>**Expectations:**</b></p> <ul style="list-style-type: none"> <li>- Clearly state what you expect as a resolution to the problem.</li> <li>- Be realistic in your expectations and offer suggestions for how the issue could be resolved.</li> </ul>                                                                                             |  |

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| <p><b>9. **Closing:**</b></p> <ul style="list-style-type: none"> <li>- Thank the recipient for their attention to the matter.</li> <li>- Express hope for a prompt and satisfactory resolution.</li> <li>- Provide your contact information again in case they need to reach you for further information or clarification.</li> </ul> |  |
| <p><b>10. **Closing Salutation:**</b></p> <ul style="list-style-type: none"> <li>- Use a formal closing such as "Sincerely," or "Best regards," followed by your name.</li> </ul>                                                                                                                                                     |  |
| <p><b>11. **Enclosures:**</b></p> <ul style="list-style-type: none"> <li>- If you're including any additional documents or evidence, mention them at the end of the letter (e.g., "Enclosures: Copy of receipt, photographs").</li> </ul>                                                                                             |  |

**Top Tip: \*\*Proofread:\*\***

- Before sending the letter, make sure to proofread it for any errors in grammar, spelling, or punctuation.

Remember to keep your tone professional and polite, even if you're frustrated or angry about the situation. A well-written letter of complaint is more likely to be taken seriously and result in a positive outcome