

HIGHLY EFFECTIVE COMPLAINT LETTER FORM

Date

Your address

Address to an executive overseeing customer affairs.

Send by e-mail and snail mail.

RE: *Summarize problem*

Give customer account number or some other identification of your relationship with that company.

Dear _____,

1st Paragraph: Summarize in the first sentence the nature of your complaint (billing error, bad service, defective service/equipment, etc). In the second or third sentence state what you need the company to do to resolve the problem.

2nd Paragraph: Describe the nature of the problem and, where possible, include the names of people with whom you've dealt at the company.

3rd Paragraph: Identify any laws, company policies or other legal support for your contention that you deserve the relief for which you are asking.

4th Paragraph: Conclude with restating what you want the company to do and give the company a deadline in which to respond. Insist that

Respectfully,

(sign)

Your name

Cc: To other addresses at the company, including their general complaint address

A state or federal regulatory body

Local Better Business Bureau

A local TV station that has a consumer reporter