

Sender's address &
other contact
information (e-mail,
telephone...)

Date

Recipient's address

Reference (if applicable)

Dear _____
(If the name is unknown use 'Sir or Madam')

Text body

- Use formal English and appropriate punctuation and formatting
- Start by expressing why you are writing, and give appropriate details
- Be polite, even if you are complaining
- Request clearly what you are aiming to achieve

Yours faithfully (if you used Sir/Madam)
or
Yours sincerely (if you used the recipient's name)

Your signature
Your name

Now write a letter of complaint about a product or service