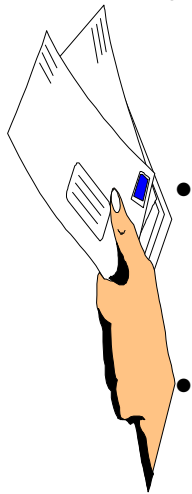


F: How To Complain By Letter

If you have a problem with a trader (builder, bank or tour operator, etc) a carefully worded letter may help you obtain redress.

Whether you have purchased faulty goods, had a holiday that has fallen short of the description in the brochure, or found errors in your bank statement, you will want the problem resolved as quickly as possible. The last thing anyone wants is a time consuming fight for compensation. Knowing the right way to go about making your complaint will improve your chances of success.

Your letter should contain the following: -



- A brief outline of the complaint i.e. where you bought the goods or services and what the problem is. Avoid being rude or sarcastic however tempting this may be;
- Clear and appropriate grounds for your claim i.e. **Sale of Goods Act 1979 (as amended)** or the **Supply of Goods and Services Act 1982 (as amended)**;
- A clear request for the redress you are seeking and set a reasonable deadline for a response. This might be 14 days in the case of a request for a refund, but longer if you want a major problem put right.

Top Tips

- check that you have a justified claim;
- find out the name and position of the person you need to write to;
- decide what you want to achieve – a refund, a repair, replacement or just an apology, know the law and what you are entitled to;
- make sure your letter is clear and legible, type it if possible;
- give the trader as much information as you can e.g. your full address, post code, order number or account number;
- tell the trader where you can be contacted during office hours;
- remember to date your letter and quote any relevant reference or account numbers;
- keep a copy of your letter for your records;
- do not send original documents, always send photocopies;
- send your letter recorded delivery and retain the proof of postage;
- be patient – it can take time to resolve even a simple problem.

If you are not satisfied with the response to your letter, or if you get no response, then you may have to consider using the small claims procedure in the County Court.

**For further advice on any of these issues, contact
Trading Standards on 01925 442678.**