

## Complaint Letter Example

Mr Christy Keenan,  
Via Paolo Sarpi, 8  
Milano,  
Lombardy,  
20154,  
800 224 089  
info@worldbridge.it

6th July, 2016

Mrs Julie Smith,  
XY Financial Services,  
22 Elm Row,  
London,  
SW19 1EZ

Dear Mrs Smith,<sup>1</sup>

With regards to my recent order, I feel compelled to make a complaint. On June 6th, 2016, I placed an order for 12<sup>2</sup> enrolments<sup>3</sup> in your 'Introduction to Stock Brokering' online course, and 12 copies of the 'Your Financial Future' book.

However, it is now one month later, and my order has not arrived. I am really dissatisfied with this situation. Please arrange the cancellation of my order, and process a refund.

Yours sincerely,<sup>4</sup>

Mr Christy Keenan

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<sup>1</sup> Correct term when you know the recipient's name, but do not have a personal relationship with them

<sup>2</sup> Write "one" to "nine" as words, then use digits from "10" onwards. Unless writing a date.

<sup>3</sup> "Enrolment" in the UK; "enrollment" in the US.

<sup>4</sup> Correct sign-off when you know the person's name, but do not have a personal relationship with them.

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