

Complaint Letter Example

Mr Christy Keenan,
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Lombardy,
20154,
800 224 089
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6th July, 2016

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

Dear Mrs Smith,¹

With regards to my recent order, I feel compelled to make a complaint. On June 6th, 2016, I placed an order for 12² enrolments³ 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,⁴

Mr Christy Keenan

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

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

³ "Enrolment" in the UK; "enrollment" in the US.

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

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