

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Company Name or Customer Service Manager],

Subject: Complaint Regarding [Product/Service] - Consumer Rights Act

I am writing to formally raise a complaint regarding [product/service] that I purchased on [purchase date] from [place of purchase].

Details of the complaint:

- Product/Service Description: [Description]
- Order Number: [Order Number]
- Issue Encountered: [Briefly explain the problem, e.g., defective product, service not as described, etc.]

Under the Consumer Rights Act, I am entitled to [state relevant rights, e.g., receive goods that are of satisfactory quality, fit for purpose, etc.]. Unfortunately, this has not been the case with my purchase.

I have already attempted to resolve this matter by [mention any previous attempts to contact the company or return the product]. However, [explain the outcome of those attempts].

I request that you [state your desired outcome, e.g., a refund, replacement, repair, etc.] as a resolution to this issue. I believe this action is justified based on my rights under the Consumer Rights Act. Please respond to this letter within [mention a specific timeframe, e.g., 14 days] to confirm that you have received my complaint and outline how you intend to address it.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]