

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

Dear [Business Owner/Customer Service Manager],
Subject: Response to [Nature of Issue] under the Consumer Rights Act
I am writing to formally address my concerns regarding [specific issue or complaint] that I experienced on [date of transaction or occurrence]. As a consumer, I believe that my rights under the Consumer Rights Act 2015 have been compromised due to [briefly explain how your rights were violated].

To provide some context, I [describe the purchase or service received], and [detail the specific problem, e.g., item was faulty, service was not as described, etc.]. According to the Consumer Rights Act, I am entitled to [mention relevant rights, e.g., goods must be of satisfactory quality, services must be performed with reasonable care, etc.].

I kindly request that you address this issue by [state your desired resolution, e.g., a refund, replacement, repair, etc.]. I believe this resolution is fair and in line with my rights as a consumer.

Please respond to this letter within [time frame, e.g., 14 days] to confirm how you will proceed with my request. If I do not receive a satisfactory response, I may consider taking further action, including reporting this matter to relevant consumer protection agencies.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Signature (if sending a hard copy)]
[Your Printed Name]