

Complaint about a service - Sample letter

Dear (insert owner/manager's or Sir/Madam)

On (insert date of purchase) I bought (description of the service, include any details which will make the service identifiable to the company). I attach a copy of my receipt for your information.

I am writing to you because (outline the problem, for example)

- The service was not carried out with the necessary skill
- The service was not carried out with due care and diligence
- The materials used were not of merchantable quality

On (insert date) I rang and spoke to (insert name of person you spoke to) but (insert outcome here, for example I have heard nothing further since).

Under the 'Sale of Goods and Supply of Services Act, 1980' if a consumer has a contract with a service supplier the consumer can expect that:

- The supplier has the necessary skill to provide the service
- The service will be provided with proper care and diligence
- The materials used will be sound and that goods supplied with the service will be of merchantable quality

Under consumer law my contract is with the supplier of the service and as such I am writing to you to seek (state what you want the supplier to do e.g. offer a repair, replacement or a refund*).

I kindly request that you respond to my complaint within 10 working days.

Yours sincerely,

Taken from: The National Consumer Agency

http://www.consumerconnect.ie/eng/Get_Your_Rights/Make_a_Complaint/How-to-complain/services_template_letter.html