Address of Sender

Date

Name of Recipient

Designation

Department

Address

Ref:  Nature of Complaint

Dear Mr. /Ms. (Jones),

**First Paragraph**: Direct reference to the nature of complaint quoting reference of transaction/receipt number etc.

**Second Paragraph**: The kind of action solicited to rectify/replace or redeem the situation.

**Final Paragraph**: Give a suitable time-frame within which you expect the problem to be sorted out.

Thanking You,

Sincerely,

(Signature of Sender)

Name of Sender

Encl.: Name the enclosures included to substantiate your case.