



Complaint Phrases

An official letter of complaint requires the correct structure and formality.

Greeting

Choose the correct formality and address to the right person. Letters of complaint tend to be more formal.

Dear ...

Good morning/afternoon/evening ...

To whom it may concern

Opening Phrase

I am writing in connection with/to express/to complain about ...

I am writing to draw your attention to ...

In regard to / regarding / further to ...

I am writing to receive further information about ...

I wish to complain in the strongest possible terms about ...

I have a strong dissatisfaction about ...

I'm writing to express my disappointment with ...

Complaint Details

Provide all the relevant information and express how the recipient should respond. Try to avoid adding emotions and stick to the main facts.

I recently visited a store and a member of staff had an extremely negative attitude

I ordered ... and it still has not been delivered and I need it urgently

The standard of the ... I ordered was well below what I expected

This is causing me considerable inconvenience

I've tried calling you numerous times to discuss the matter with you

I hope you deal with this matter accordingly

Please replace this product as soon as possible

I believe I am entitled to a full refund and an immediate replacement

Unless I receive the goods before ... I have no choice but to cancel my order

If I don't receive a full refund I will be forced to take the matter further

Ending and Signature

I await your reply

Thank you in advance

Thank you for your time.

I hope to hear from you soon / at your earliest convenience.

Yours sincerely/ faithfully / truly

Best/kind regards

Thanks / many thanks

All the best / best