


☐

I'm not robot


reCAPTCHA

I'm not robot!

Write a letter to the customer service manager complaining about missing goods

Skip to content The .gov means it's official. Federal government websites often end in .gov or .mil. Before sharing sensitive information, make sure you're on a federal government site. The site is secure. The https:// ensures that you are connecting to the official website and that any information you provide is encrypted and transmitted securely. Effective complaint letters explain the problem and how you'd like the company to resolve it. Try to be clear and include only the details you need to describe the problem and the resolution you want. Avoid writing an angry, sarcastic, or threatening letter. The person reading it probably didn't cause the problem, but may be very helpful in resolving it. Give the basics Include your name, address, and phone number.

Sample Complaint Letter About Poor Service

Dear Sirs,

Our Store, 216

Telephone

Our Home Restaurant

Our Store, 216

Dear Mr. Jones:

I have been a loyal customer of Eat Here Restaurants since 1980 and have always been pleased with the food and service. Last Wednesday, February 19th, at around 1:30 p.m., we called the Eat Here location on Road Street (about 1/2 mile from the store) to order a pizza. The service we received on this day from a waitress named Mary.

The restaurant was not busy when we arrived. There was one other table in Mary's section and they were eating their pizza. After about 10 minutes, we still had no pizza. Mary came back and apologized but just said, "What can I get you?"

We gave her our credit card and she said she would bring the pizza and look our order. Thirty minutes later, we had arrived but it was cold and tasted like it had been sitting for a while. We ordered another pizza from the store and it was cold and tasted like it had been sitting for a while. Her response was to say that it was not cold when she brought it to the table.

Include your account number, if you have an account with the company. Give the product name and its serial or model number. State the date and place of purchase. Tell your story Explain the problem. Give a brief history of your efforts to resolve the problem, if the information helps explain why you're writing to the company. Tell the company how you want to resolve the problem State the solution you want, like a refund, repair, exchange, or store credit. Or, consider asking the company to suggest a resolution. List the documents you're enclosing, if any. Remember — only send copies, not originals. Let them know how to reach you. Be reasonable File your complaint Send your letter by certified mail, return receipt requested.

Jacob Smith

1 Main Street, New Cityland, CA 91010 • (555) 322-7337 ☎ example-email@example.com

Dear Hiring Manager,

Looking for a dynamic Customer Service professional? Search no further, because I am ready for the job. With over 11 years' experience in customer service and sales roles, I will step in and make an immediate contribution to California Coast Bank's continued success.

You are seeking someone who can resolve customer issues promptly and increase sales, and that is exactly what I am prepared to do. As a Customer Service Representative, I research and resolve customer account issues while increasing sales consistently month over month. In addition, I am an energetic, self-motivated team player. I know how to work efficiently with business goals in mind.

I look forward to meeting with you in person this week and discussing the details of this position. In the meantime, please find my resume attached. References are available upon request.

Sincerely,

Jacob Smith

Keep a copy for yourself. If you file your complaint online, print the screen or take a screenshot before you hit "submit." Sample Letter Use this sample letter to write a complaint about a product or service. Your Address Your City, State, Zip Code [Your email address, if sending by email] Date Name of Contact Person [if available] Title [if available] Company Name Consumer Complaint Division [if you have no specific contact] Street Address City, State, ZIP Code Re: [Your account number, if you have one] Dear [Contact Person or Consumer Complaint Division]: On [date], I [bought, leased, rented, or had repaired/serviced] a [name of the product, with serial or model number or service performed] at [location and other important details of the transaction]. Unfortunately, [your product has not performed well (or) the service was inadequate] because [state the problem, like the product doesn't work properly, the service wasn't performed correctly, I was billed the wrong amount, or something was not disclosed clearly or was misrepresented, etc.]. To resolve the problem, I would appreciate a [state the action you want, like a refund, store credit, repair, exchange, etc.]. Enclosed are copies [do not send originals] of my records [include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents] concerning this purchase [or repair]. I look forward to your reply and a resolution to my problem. I will wait until [set a reasonable time limit] before seeking help from a consumer protection agency or other assistance. Please contact me at the above address or by phone at [phone number with area code]. Sincerely, Your name Enclosure(s) Example Complaint Letter Here's an example of what a complaint letter might look like: Report Fraud or Deception If you think a company or seller has been dishonest, contact your state attorney general or consumer protection office. Tell the Federal Trade Commission too, at ReportFraud.ftc.gov. The FTC doesn't resolve individual complaints, but your report helps law enforcement detect patterns of wrongdoing and may lead to an investigation. For more help resolving a customer problem, check out these ideas and strategies. When you watch unboxing videos on YouTube, the most horrible products are often the most amusing. However, it's not always fun when you are on the receiving end of a disappointing product or service. Let's talk about when and how you should write complaint letters.

Sample Complaint Letter

Ms. Marie Bobblehead
EEO Officer
P.O. Box 1715
Somewhere, DC 20202

Re: **Complaint of Discrimination**
Complainant v. U.S. Army Corps of Engineers

Dear Ms. Bobblehead:

Please allow this letter to serve as my complaint of discrimination against the U.S. Army Corps of Engineers. I have contacted your office both by phone and in person and have received no response. Most recently, on December 16, 2004, I came to your office to file a complaint of discrimination and filled out an Information Inquiry Summary. Since that date, I have received no further communication from your office. I have therefore sought timely counseling but no EEO counselor has contacted me. Thirty days have passed and this is a Formal Complaint of Discrimination.

My complaint of discrimination includes the following:

For most people, it's rather rare to write any type of letter. Instead, they may contact the company by phone, online chat, or even social media. But the Federal Trade Commission gives three important reasons to mail complaint letters. They "[put] your complaint on record with the company, [help] preserve any legal rights you may have in the situation, and [let] the company know you're serious about pursuing the complaint." You can ask for proof of delivery at the post office so you will have a digital record of your letter arriving at its destination. Now, let's break down the components of an effective complaint letter. In essence, they are business letters so you should begin with your address and the date. The name and title of the contact person should come next if you can locate them, otherwise begin with the name of the company and its street address. Finally, after your salutation, you can begin the body of your letter. Even though you may be angry, the tone of your letter should be respectful and constructive. After all, the person reading the letter may not be directly responsible for the problems you are having. He or she will be more likely to want to help you resolve your issues if you are courteous. Include all relevant details, but be concise. Information You May Want to Include: Store name and location Your account number Relevant dates, such as when you bought goods or services and when the problem began Names of sellers, customer service representatives, or managers with whom you've addressed the issue previously Serial and model numbers Copies of receipts, invoices, and warranties Copies of previous correspondence, such as emails, chat logs, or letters Your contact information In the body of the letter, the opening sentence should identify your specific complaint. Next, outline what actions you have already taken to resolve it and how you expect the company to address the issue. Use a simple, professional, complimentary close, such as Sincerely or Regards. Here's a sample letter: 555 Five Boulevard Austin, TX 73301 March 20, 2019 Mr. Bob Howard General Manager Products and More 717 Seven Street New York, NY 10012 Dear Mr. Howard: Re: Account Number 1884434 I am writing to express my dissatisfaction with the Model X tea kettle that I bought on February 28, 2019, at your store located at 1616 Sixteen Avenue. Though the kettle looks fine, it leaks when filled with water. When I attempted to return it to the store on March 2, 2019, the employee on duty, George Burns, told me that he would not accept the item because he didn't see any damage. To resolve the issue, I would like you to refund the full amount that I paid (\$29.86, including tax) to my Frequent Customer account. I am enclosing a copy of the original receipt. I look forward to your reply. Please contact me at the address above or by telephone at (555) 555-5555 within the next two weeks. Sincerely, Jason Brooks The best outcome of a complaint letter is a successful resolution. In fact, once companies are aware of problems, they may improve their goods, services, or policies for other consumers too. You are most likely to achieve a positive result if you are courteous and include all the relevant details! More from #HowToWrite: How To Write a Tweet How To Write a Joke How To Write a Blog How To Write a Book Review To, The Manager, (Name of the Company), (Company's Address)Date: / / (Date)Subject: Complaint regarding missing goods against order No. Respected Sir/ Madam,My name is (name) and I am a resident of (location). I write this letter in reference to the order bearing order number (mention order number),I write this letter to bring into your kind consideration that the product was missing for the delivery made. The mentioned order was delivered on / / (date) by (name of the delivery executive) with tracking ID (mention tracking ID). I would like to mention that (mention product) was missing from the package delivered.It is to request you to take urgent action on the same and arrange to deliver the balance materially.Thank you, (Signature), (Name), (Contact Number)Incoming Search Terms:complaint letter for missing product in deliveryletter to complain regarding missing delivery