

Complaint letter (general)

The base letter: facts, demand, deadline. Fits when no specific provision applies.

Fill in the fields in square brackets.

[First name Last name]

[Street, postcode, town]

[Company, department]

[Street, postcode, town]

[Place], [DD.MM.YYYY]

Complaint regarding [product or service] — [Number]

Dear Sir or Madam

on [DD.MM.YYYY] I obtained [product or service] from you. The matter is on file under [Number]. The following occurred:

- [What happened? One sentence per point, with the date.]
- [Whom did you contact, when, and what were you told?]
- [What loss or effort did this cause you?]

I ask you to [your demand: repair, replacement, refund of CHF [Amount], credit note].

I set you a deadline of [10] days from receipt of this letter for a written reply. Failing that, I reserve further steps.

Enclosures: [copy of invoice/contract, photographs, previous correspondence]

Yours faithfully

[First name Last name]