

COMPLAINT LETTER

1. What is a Complaint Letter?

It is a request for remedial action. You are formally asking an authority to fix a specific issue.

You will be usually given two types of situations:

- Type 1: Product Defect (e.g., A newly bought mobile phone stops working, a washing machine arrives damaged, or furniture is defective).

- Type 2: Service Grievance (e.g., Irregular postal delivery, poor sanitary conditions in a locality, frequent power outages, or aggressive auto-rickshaw drivers).

2. Whom to address our grievance and Why "Particularly" That Person? (The Powers of the Addressee)

- **The Customer Care Manager / Service Head:** They have the power to initiate a replacement, refund, or repair under the company's warranty policy. They can authorize technicians to visit your home.

- **The Sub-Divisional Officer (SDO) / Junior Engineer** (Electricity/Water Board): They have the financial and technical authority to deploy works, order repairs to transformers, or flush water pipelines.

- **The Municipal Commissioner / Health Officer:** They have the administrative power to levy fines on polluters, allocate funds for garbage clearance, and order the demolition of illegal encroachments.

- **The Station House Officer (SHO) / Police Commissioner:** They have the legal power to register an FIR, increase patrolling, and take action against lawbreakers (like loudspeaker nuisances or chain-snatchers).

Note: Always choose the lowest authority who has the maximum power to solve your specific local problem.

3. Address Details and Lines

You must strictly follow the Sender's Address →

A line gap

Date

A line gap

Receiver's Address

A line gap

Subject

A line gap

Salutation

A line gap

Introduction from extreme left hand side

Sender's Address

Write your complete postal address

Example:

42, Green Valley Apartments, Andheri East, Mumbai - 400093. (Only in two/ three lines)

Receiver's Address Example:

The Customer Care Manager

XYZ Electronics Pvt. Ltd., 5, Nehru Place, New Delhi - 110019.

Subject

Example:

Subject: Complaint regarding defective LED TV purchased on 10th July, 2026.

Salutation

Example: Sir/Madam, or Respected Sir/Madam,

Body (The lines) Split into 3 clear paragraphs:

P1 (Intro): Mention the exact product/service, bill/invoice number, and date of purchase/incident.

P2 (Problem): Detailed description of the defect or issue (What happened? When? What did you do to fix it?).

P3 (Action): Clearly state your expectation (replacement/refund/repair) and set a reasonable timeframe.

Closing

Example: Yours faithfully, Your Full Name

4. The Tone

- DO be Courteous: Use polite modals like "I would request," "I shall be grateful," or "I request you to kindly..."
- DO be Assertive: Your demand should be clear, but not rude. "I expect a full refund" is okay; "I demand a full refund immediately or I will sue you" is rude and will lose marks.
- DO be Objective: Use passive voice to sound impersonal and factual. (e.g., "The device was unboxed in the presence of the delivery agent" instead of "I opened the box and saw it was broken").
- DON'T be Emotional: Do not use dramatic language like "I am devastated," "You cheated me," or "Worst service ever." Stick to facts, dates, and invoice numbers.

◆ Model Body Lines for Reference

- For a Defective Product: "The refrigerator was delivered on 20th July, yet upon installation, it was observed that the compressor fails to start. Despite multiple restart attempts, the appliance remains non-functional."
- For a Service Issue: "Despite filing a written complaint with the local ward office on 15th July, the garbage has not been cleared for the past ten days. This has led to a severe health hazard for the residents."
- For the Ending: "I have attached a copy of the purchase invoice and the warranty card. I, therefore, request you to arrange for an immediate replacement of the piece."