



Example of what to put in a complaint letter

	Your name
	Address
	Phone number
	Date
To: Name	
Job title	
Public service organisation	
Public service organisation's address	

Dear _____

COMPLAINT

I would like to complain about your service.

- Give details of what has gone wrong and tell them what you think would resolve the problem. Clearly explain what you would like to happen.
- Think about the outcome that you want. Are you looking for an apology, a change in policy, a service that should have been provided?
- You can ask the organisation to explain how they made their decision.
- Include information about what you have already done to try to sort things out. You may also find it helpful to include copies of previous letters, photos, statements etc.

Please contact me so that I know that you have received my complaint. I would also like to know when you will send me a full reply.

Yours sincerely,

Your name

Please keep a copy of your complaint letters.