
Consumer Grievance Letter

[Your Name]

[Your Address]

[Your Contact Information]

[Date]

[Company Name]

[Department/Address]

Subject: Grievance Regarding [Product/Service Issue]

Dear [Customer Service Manager/Representative],

Introduction:

I am writing to formally raise a grievance regarding [brief description of the issue], which I encountered after purchasing [product/service name] on [purchase date].

Details of the Grievance:

- Describe the nature of the problem, such as a defective product, poor service, or billing error.
- Provide relevant details like order numbers, dates, and any interactions with customer service.

Impact of the Grievance:

- Explain how this issue has affected you, such as inconvenience, financial loss, or dissatisfaction.

Attempts to Resolve the Issue:

- Mention any previous attempts to resolve the matter with the company's customer service team.

Desired Resolution:

- Clearly state your expectations, such as a refund, replacement, or correction of service.

Conclusion:

I hope that this grievance will be addressed promptly to restore my confidence in your company.

Sincerely,

[Your Signature]

[Your Name]