

AUSTRALIAN HUNTERS CLUB

Complaint letter

Your name	
Your address	
Your phone number	
Your email address	

Today's date	
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Complaint against person/s	
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Describe in detail your complaint (<i>see guidelines below for help</i>)	
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Guidelines for writing your complaint letter.

Outline the history of your complaint:

- for products – state what you bought, when, where, and for what price
- for services – state the work you had done, when, where, for what price, and by who
- quote relevant account, customer, invoice, or serial numbers.

State the problem you have with the product or service – for example, was the product faulty or unfit for the purpose you specified? Include the date you first became aware of the problem.

Indicate the steps you have taken to resolve the issue, such as times you have visited, phoned or written to the trader, and the names of people you have dealt with.

Indicate that you have attached or enclosed copies of any supporting documents, such as:

- photos of problems with the product or service
- prior correspondence
- receipts (or other proof of purchase)
- warranties or guarantees
- contracts
- order forms.

Note: Send copies, not original documents. You may need these documents later if you take your complaint further.

If possible, get evidence such as an independent technical report to support your claim.

Clearly state how you would like your complaint resolved – for example, you want the trader or service provider to either:

- refund your money (or provide a credit note)
- repair the product
- replace the product
- fix the work (or pay for the work to be fixed by another service provider).