

(Date of Letter)

Better Business Bureau

(Room, Floor or P.O. Box)

(Street Address)

(City, State and Zip Code)

RE: Complaint Regarding: (Name of business establishment)

Dear Complaint Administrator:

Recently the undersigned engaged (name of business against which complaint is made) for the purpose of (description of task to be undertaken-purchase of product, sale of product, repair of property, etc.). On the day of (month/year), the aforementioned establishment attempted to provide the service which was sought; however, the service provided was (explain why service was inappropriate, inadequate, improper or otherwise defective). Nevertheless, the aforementioned business charged \$ for the attempted service.

A timely demand for adjustment and/or refund has been made to the aforementioned company; however, this action has been to no avail. The aforementioned company has failed to rectify the problem and has failed to refund the sum received for the payment made. Please intervene on behalf of the undersigned for the purpose of rectifying the problem that has arisen with (name of the business with whom the dispute has arisen). Should your office need additional information, documentation, photographs, etc., in regard to this matter, please advise and same will be provided. Please do not hesitate to contact the undersigned at the address or phone number listed. Thank you for your immediate attention and assistance.

Very truly yours,

(Signature)

(Address)

(City, State and Zip Code)

(Phone Number)