

## Template Letter of Complaint - Services

Date (of sending the letter day/month/year)

Name of owner/Manager of Business /shop

Full Address of owner/shop/business

Dear (insert owner/manager's name or Sir/Madam)

On (insert date of purchase) I bought (description of the service, include any details which will make the service identifiable to the company). I attach a copy of my receipt for your information.

I am writing to you because (outline the problem, for example)

- The service was not carried out with the necessary skill
- The service was not carried out with due care and diligence
- The materials used were not of merchantable quality

On (insert date) I rang and spoke to (insert name of person you spoke to) but (insert outcome here, for example I have heard nothing further since).

Under the 'Sale of Goods and Supply of Services Act, 1980' if a consumer has a contract with a service supplier the consumer can expect that:

- The supplier has the necessary skill to provide the service
- The service will be provided with proper care and diligence
- The materials used will be sound and that goods supplied with the service will be of merchantable quality

Under consumer law my contract is with the supplier of the service and as such I am writing to you to seek (state what you want the supplier to do e.g. offer a repair, replacement or a refund\*).

I would appreciate your response within 10 working days. If you wish to discuss by phone, I am contactable by telephone/mobile at (insert daytime number if available -optional).

Yours sincerely,

\_\_\_\_\_(signature)

Print your name here

\* As a consumer, if you purchase a faulty service the law entitles you to seek either a repair or replacement of the service or a refund - in other words, the seller must put right the wrong or give you a refund of the cost of the service. It is a matter for you to negotiate with the seller for your redress. However, if a repair of the service is offered then it should be permanent. If not, and if the same problem occurs again, then the buyer is entitled to seek another form of redress. If you cannot agree on the form of redress, your next step after this letter may be the Small Claims Procedure - see our website/booklets for full details.