***Work to be done:***

1. **Open a new WORD document.**
2. **Name your file Business Letter. Click Save.**
3. **Margins: all 1”. Line Spacing: Single**
4. **Times New Roman, size 12, no bold or italic**
5. **Compose your letter of complaint**

**a. Heading:**

**i. Your Address: Use Pathways address-ENTER-then ENTER-then Date**

**ii. Recipient’s Name or Title of who you want to receive letter (i.e. Jim Smith), ENTER, Title Manager, ENTER, Company Name, ENTER and Address: Use a restaurant or other place of business you have visited and have a complaint about—if you don’t have a real complaint—INVENTONE**

**b. Salutation**

**c. Body: 3 paragraphs**

**Paragraph 1: Introduce yourself and the facts of your visit-ENTER/ENTER**

**Paragraph 2: What product or service you are complaining about-ENTER/ENTER**

**Paragraph 3: A positive statement, ask for some kind of action, thank the person for their time-ENTER/ENTER**

**d. Closing-ENTER/ENTER/ENTER**

**e. Signature-Type Your Full Name**

***FORMATTING Directions (Parts of a Letter)***

**1. Heading**

**• Contains your return address and the date Located at the top right of the letter**

 **• Contains recipient’s name, job title, company name, company address—justified left**

**2. Salutation**

**• Example: Dear \_\_\_\_\_\_\_\_\_\_\_\_**

**• For a Friendly Letter, end with a comma**

**• For a Business Letter, end with a colon**

**3. Body**

**• For a Friendly Letter, indent all paragraphs**

**• For a Business Letter, align paragraphs with your Salutation (left alignment)**

**4. Closing –**

**• Example: Sincerely,**

**• End with a comma**

**• Align with your Heading (left alignment)**

**5. Signature**

**• Lined up with Closing and Heading (left alignment)**

This format is just a guide. Variations and customizations are common. Want to download this sample without the graphics?



**Sample Letter**

**Your Address
Your City, State, ZIP
(Your e-mail address if sending via e-mail)

Date**

**Name of Contact Person (if available)
Title (if available)
Company Name
Consumer Complaint Division (if you have no specific contact)
Street Address
City, State, Zip Code**

Dear **(Contact Person):**

Re: **(account number, if applicable)**

On **(date)**, I **(bought, leased, rented, or had repaired)** a **(name of the product, with serial or model number or service performed)** at **(location, date and other important details of the transaction).**

Unfortunately, your product **(or service)** has not performed well **(or the service was inadequate)** because **(state the problem)**. I am disappointed because **(explain the problem: for example, the product does not work properly, the service was not performed correctly, I was billed the wrong amount, something was not disclosed clearly or was misrepresented, etc.).**

To resolve the problem, I would appreciate your **(state the specific action you want - money back, charge card credit, repair, exchange, etc.).** Enclosed are copies **(do not send originals)** of my records **(include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents).**

I look forward to your reply and a resolution to my problem and will wait until **(set a time limit)** before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at **(home and/or office numbers with area code).**

Sincerely,

**Your name**

Enclosure(s)

**Remember to:**

* describe purchase
* include the name of product, serial number
* include the date and place of purchase
* state problem
* give history
* ask for specific action
* allow time for action
* state how you can be reached
* enclose copies of documents (but never send originals)
* Keep copies of all your letters, faxes, e-mails, and related documents