

COMPLAINTS (MAKING & DEALING WITH)

An example complaint letter could look like this

1. Reference to the goods / order / complaint
2. The complaint / explanation
3. Ask for action
3. Polite ending

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30 June 2009

International Bolts GmbH
 Schraubenweg 3
 38907 Schraubenhausen
 Germany

Dear Mr Gewinde

1. Reference

Our Order No. 210/01 dated 22 May 2009 for Bolts, Article Nos. 67551 & 67549

2. Complaint details

The above-mentioned goods were delivered to us today and on checking them we discovered that the wrong goods were despatched to us. We would welcome your explanation about why the wrong goods were sent to us.

You will understand that we will not be able to use these items and ask that you send us the items requested without delay as they are urgently required for our production.

3. Ask for

We look forward to receiving your comments on this matter.

4. Polite ending

Yours sincerely

Aeronautical Precision Ltd
Thomas Plane
 Thomas Plane (Mr)
 Director of Purchasing