**Formal Complaint to Retailer (Faulty Goods)**

*Date: 13 September 2025 | Jurisdiction: England & Wales*

From (Your details):

Name:  
Address:  
Postcode:  
Email:  
Telephone:

To (Recipient details):

Name/Company:  
Address:  
Postcode:  
Email:  
Reference (Order/Account/Policy No.):

Re:

Subject/Issue:  
Key dates:  
Reference numbers:

This is a formal complaint about the product referenced above. The item has developed the following faults: [Details].

I request your written response within 14 days setting out the steps you will take to resolve this under the Consumer Rights Act 2015.

If the matter is not resolved, I will consider escalating to the relevant ADR/ombudsman or commencing a small claim.

Yours faithfully,

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: