

# 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: