In order to write a really powerful letter for you, I need to build up a really comprehensive picture of the circumstances surrounding your complaint. Just complete this form with as much information as possible. Sometimes, it is necessary for me to have a conversation with the client once I have all the information so that I can be really clear in my mind exactly what has happened. If you would rather give all the information over the ’phone instead of completing this form, that is fine. Just ring me on 07725 837661.

You can either upload the completed form to the website or email it to info@written-for-you.co.uk.

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| **Personal details – give information you wish to include in the letter** |
| First name |  |
| Surname (family) name |  |
| Email address |  |
| Address including post code | **First line of address** |  |
| **Town/city** |  |
| **Post code** |  |
| Telephone number (daytime) including area code |  |
| Telephone number (evening) including area code |  |
| Mobile number |  |
| **The complaint itself** |
| Name of company or organisation you are complaining about |  |
| Address |  |
|  |
| Name of company, organisation or body to whom you wish to make the complaint (if known – I can help you to find this) |  |
| Address (if known) – I will help you to find it if necessary | **First line of address** |  |
| **Town/city** |  |
| **Post code** |  |
|  |
| **Please give a brief outline of your complaint – more details are asked for later on****e.g. the hospital treatment I received; poor service in a hotel; rudeness on the telephone when making an enquiry** |
| Are you complaining about a particular person?Give their name and position, if you know them | Yes/no |
|  |
| What do you want to achieve by complaining? An explanation, an apology, compensation? Something else? | Explanation |  |
| Apology |  |
| Compensation |  |
| Other outcome |  |
| **It is really important that you list for me here all the events and actions in the order in which they happened, as best you can remember. Give as much detail as you can – what happened, what you did, what other people did, when it happened etc** |
| **What?**  | **Who?**  | **When ?** |
| **An event or an action. If it’s relevant, say where the event happened. Include the manner in which somebody acted or spoke to you.** | **Who did it – you or somebody else?** | **Give dates/times** |
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