

SAMPLE SELF-HELP LETTER

Your Address
Your City, State, Zip Code

Today's Date

Name of Person You are Complaining To
Title **(if applicable)**
Company Name **(if applicable)**
Street Address or P.O. Box Number
City, State, Zip Code

Dear **(Name of person you are complaining to):**

The Regulated Industries Complaints Office (RICO) recommended I write this letter to you.

On **(date)**, I **(bought, leased, rented, had repaired, signed a contract, etc.)** a/for **(name of product or service performed)** at **(location or other important details about the transaction)**.

Unfortunately, your **(product or service)** has not been satisfactory **because (state the problem[s])**. I am disappointed because **(explain your concerns)**.

To resolve the problem, I would appreciate your **(state the specific action you want)**. Enclosed are copies of my records **(receipts, warranty, cancelled checks – front and back, contracts, and any other pertinent documentation)**.

I look forward to your written reply and resolution to my problem. Please respond within 14 days of the receipt of this letter or by **(state date 14 days from today's date)**. If I do not hear from you I will seek assistance from RICO. Please contact me at the above address or by telephone at **(insert your phone number[s])**.

Very truly yours,

(Your Name)

Enclosures

cc: Regulated Industries Complaints Office