

## **How to Write a Complaint Letter**

### **Before You Get Started**

Take a moment to consider what you are going to write about. You want to clearly state your intentions for writing the letter within the first few sentences. Introduce yourself. Identify your purpose. What is your complaint or problem?

State your case. What outcome do you hope to accomplish? Explain why your suggestion seems fair or correct. Indicate what the letter's recipient can or should do to address your problem or complaint, and specify how long you're willing to wait to have the situation resolved. (Be reasonable.)

Be specific and factual. Include important dates, times and/or locations when relevant.

Speak plainly and be direct. Stick to the point. The person you are writing to receives several emails, phone calls and letters.

Make your correspondence stand out by being concise. Use short paragraphs and keep the letter to one page.

Above all, be polite — even if you are angry. It will increase your chances of getting the response you want. But more importantly, courtesy is a sign of maturity and respect, and it's how we should all treat each other as UCR Highlanders.

### **Before You Send It**

Spell check! Your letter will be a lot more effective if all of the words are spelled correctly.

Double-check the recipient's name, job title and address to make sure they are accurate.

Include copies of any documentation relating to your request or complaint. **DO NOT SEND ORIGINAL DOCUMENTS.**

Sign your letter. Include your student ID number and contact information, such as an email address and phone number.

Make a copy of the letter for your records.