

Dear [Dealership name/contact name],
Re: Formal complaint about [make, model and registration]

I am writing to make a formal complaint about the above vehicle, which I purchased / had repaired on [date].

My complaint is that [briefly explain the issue].

At the time of sale/repair, I understood that [insert relevant detail if applicable].

Since then, the following has happened: [set out the facts in date order].

I have attached copies of the documents I rely on, including
[advert/invoice/report/photographs/correspondence].

To resolve this matter, I am asking that you [state the outcome you want].

Please provide your written response within 14 days.

Yours sincerely,

[Your name]