

FORMAL COMPLAINT LETTER

Recipient Name / Title: _____
Organisation / Company: _____
Address: _____

Sender Name: _____
Sender Address: _____
Contact Phone / Email: _____

Subject:

Formal Complaint Regarding:

Complaint Details:

I am writing to formally lodge a complaint regarding the matter outlined below. Despite previous attempts to resolve this issue informally, the problem persists and requires your immediate attention and action. The details of the complaint are as follows:

- Description of the incident or issue, including relevant facts and circumstances.
- Parties involved and their roles and responsibilities.
- Impact or consequences suffered as a result of the issue.
- Any relevant reference numbers, transaction dates, or correspondence.
- Previous attempts to resolve the matter (if any).

Relevant Legislation and Rights:

This complaint is made pursuant to applicable Australian laws, including but not limited to the Australian Consumer Law and other relevant statutes. I expect that my rights under these laws be fully respected and enforced in the resolution of this matter.

Requested Resolution:

I hereby request the following actions to be taken to resolve this complaint to my satisfaction:

- A full investigation of the matter.
- A formal response addressing the issues raised.
- Appropriate remedial action to rectify the situation.
- Compensation for any losses or damages incurred, if applicable.
- Assurance that similar issues will be prevented in the future.

Timeframe for Response:

I request a formal written response to this complaint within a reasonable timeframe, as stipulated by applicable Australian consumer protection laws.

Confidentiality and Privacy:

Please treat this complaint and any correspondence related to it as confidential. I expect my personal information to be handled in accordance with the Privacy Act 1988 (Cth) and any other relevant privacy laws.

Legal Consequences:

Failure to address this complaint adequately may result in further action, including but not limited to lodging a complaint with relevant regulatory bodies or commencing legal proceedings.

Declaration:

I declare that the information provided in this complaint is true and accurate to the best of my knowledge and belief.

Complainant's Signature

Recipient's Acknowledgement

Signature: _____

Signature: _____

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