

IDRIVESAFETY LETTER OF COMPLAINT

<Your name>
<Your address>
Your email and/or contact number

Date lodging complaint

<Participant/contractors name>

Dear idrivesafety

Letter of complaint

I am writing concerning the <insert name of service i.e. driving coaching session> supplied by <insert contractors/participants name> on <insert date> for <\$ value of product or service>.

The issue I am having with the <insert the extent of the issue with the service>. I am seeking <state if you would like a refund, replacement session, replacement coach etc>.

I became aware <state when the issue or problem occurred with the service and include what your expectations were and why it is was not at standard>.

I have attempted to resolve the issue by <insert details of any steps already taken to resolve the issue, such as a telephone call, email, text or other. Note who you spoke to and any outcomes>.

Please find attached <paperwork relating to the service, and copies of prior correspondence, receipts or other proof of purchase and any other documents that form part of the service>.

I look forward to your reply and a speedy resolution to this issue.

Yours sincerely

<Your name>
<Your preferred contact method i.e. email, call, other>