

Template letters

Knowing how to approach a business or trader about a consumer issue or problem can seem daunting. Writing a letter and knowing what to put in the letter can speed up the communication process. It also shows you've tried to deal with the problem.

Citizens Advice have produced a number of template letters on a range of consumer issues that you can use to communicate with the business or trader via letter or email.

It is important that you know:

- When you bought the item
- Where you bought the item – such as online/ mail order/ instore...
- Name and address of the consumer (this may be yourself or someone you are helping)
- Name and address of the business or trader
- How you paid for the item
- What the agreement was
- Any faults that had already been pointed out to you (you can't complain about a fault that was pointed out to you at the point of purchase.)
- You'll need proof of purchase (and anything else) that supports your case.

You can search for a template letter here,

www.citizensadvice.org.uk/consumer/template-letters/letters/

You follow the step-by-step instructions to input the info and the website will generate and set out a letter for you. You can then save, print or email this.

In addition if you want to speak to someone about the issue you can get advice from your local Citizens Advice or the Citizens Advice consumer helpline: 03454 04 05 06 Welsh-speaking adviser: 03454 04 05 05

