

Sample  
Letter of  
Complaint

## 13g Sample Letter of Complaint

37 Aldergrove Lane  
Kingston, ON K9P 5P7

June 30, 1996

Mr. Daniel Kaniganiti, Claims Adjuster  
ABC General Insurance Services Ltd.  
800 College Drive  
Kingston, ON K7K 5L8

Dear Mr. Kaniganiti:

On March 6, 1996 I was involved in a car accident in which my 1985 Audi Fox station wagon was hit by a driver who ran a red light at the intersection of King Street and College Drive. The other driver was charged with failing to stop for a red light. My car was damaged beyond repair. I was pleased with the prompt service I received from your company and with the settlement reached on the value of my car.

One problem, however, remains outstanding. During the week of March 7-14, I rented a car from Avis on the verbal understanding I had received from your office that Prairie Mutual Insurance Company, with whom the other driver was insured, would cover my car rental costs. I therefore submitted receipts from Avis to ABC General Insurance Services on the understanding that they would be forwarded to Prairie Mutual for reimbursement. It is now almost four months later and I have not received any money.

As the accident was clearly not my fault, it seems only fair that I should be compensated for the week it took your adjuster to settle my claim. I would not have rented a car had I not received assurance from you that this expense of \$210 would be covered. I would greatly appreciate your contacting Mrs. Lynne Black of Prairie Mutual and checking into this matter for me.

If you need more information, please telephone me at 897-5431 (home) or 865-7320 (work).

Sincerely,

*Catherine Peterson*

Catherine Peterson  
Policy Number 7660963

## 13e Letters of Complaint

Letters of complaint and letters of request have much in common. Quite often, in fact, a letter of complaint is also a letter of request. You want to complain about something done badly or not done at all, but you also want something done about it. Therefore, unless your sole purpose in writing a letter of complaint is to express your frustration, it's best to maintain a courteous, friendly tone throughout.

The letter of complaint typically has three parts:

1. A clear explanation of the problem.
2. A clear statement of what you want done about it.
3. An expression of appreciation for the help you hope to receive.

You can see these three parts in the sample letter of complaint below (13g).