Dear Sir or Madam,

I’ve purchased the **{mention product or service}**on **{mention date}**from your company **{company’s name}**at a cost of **{mention cost}**. You agreed to provide the services in my home and assured that the work will be completed by **{mention date}**.

Firstly, the work didn’t complete in the promised time duration. Secondly, I have had the following problems:

1. **{mention problem}**
2. **{mention problem}**

According to the **Consumer Rights Act 2015**, I am entitled to have this work done with reasonable care and skill.

I would like you to resolve these issues within a week. If not, then refund my money back.

Please respond to my complaint and complete the work in the week. If you fail to respond/remedy in this time, Or else, I would have no option but to take legal actions.

Yours faithfully  
  
**{Your Name}**