

**Name of business/owner
Number
Road/Street
Town
County
Postcode**

**Your house name/
number
Road/Street
Town
County
Postcode**

Date

Dear Sir/Madam

Supply of Goods and Services Act 1982 (as amended).

I am writing to you in connection with my holiday at **name of hotel/apartments and resort** that I took on **date of holiday**

I purchased this holiday from your on the **date of purchase**, at a cost of **£....**

I wish to complain about the **standard of accommodation / standards of service** (delete as applicable)

Briefly, my complaint is as follows:

List problems, for example, poor standards of cleanliness and decoration, lack of advertised facilities, unexpected noise, location not as described in brochure etc.

I took this matter up with your representative, but my grievances were not dealt with to my satisfaction. Under the Supply of Goods and Services Act 1982 (as amended), I am entitled to expect the accommodation provided to be of a satisfactory standard.

I consider the standard to be very poor and would like compensation to reflect the actual value of the holiday. I enclose photographs that I think show clearly the low standard and specific faults, and look forward to an offer of compensation within 14 days.

Yours faithfully

Sign and print your name here