



Writing a letter of complaint

Your bank has charged you for withdrawing money from your current account. You can't understand this as you were not overdrawn on your account at the time. **Use the writing frame below to help you plan your letter.** You'll need to make up some more details before using the writing frame and drafting the letter. You might find it helpful to work with a friend or colleague.

First ask yourself:

Who am I writing to? _____

What is the purpose of my letter? _____

Use the frame below to jot down all the points you want to include in your letter

Who is the letter to? (Be specific.)	Is it your complaint or are you writing on someone else's behalf? (Is it a sole or joint account?)
Why are you complaining? What evidence do you have?	What would you like them to do?
When do you want them to respond?	How do you want them to get in touch with you?