**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? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**Wt/L1.1**

**Wt/L1.4**

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| 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?  |