

# How to draft a complaint letter

**A complaint can be made in writing, by email, by telephone, on social media, and face-to-face with an officer of the council.**

**What to include:**

- Your name and address
- Your preferred method of contact
- Your contact details
- Permission for another person to speak to us on your behalf (if you wish)
- Who that person is
- That person's contact details

**Make sure to mention:**

- What happened/went wrong
- When it happened
- Where it happened
- Who was involved
- Any important dates related to your complaint
- Perhaps consider including a timeline
- How the issue has affected you or your family

**Make clear what outcome you expect:**

- What you want the District Council to do, to put the situation right
- Include what you want to happen because of your complaint

Where to send your complaint to:

By letter: Newark and Sherwood District Council, Castle House, Great North Road, Newark, Notts, NG24 1BY

By email: [comments@newark-sherwooddc.gov.uk](mailto:comments@newark-sherwooddc.gov.uk)

## Complaint Letter Writing Guidance – example

Subject: Complaint Regarding **[Your Issue]**

Dear Newark and Sherwood District Council,

I am writing to formally bring to your attention an issue that I have been experiencing in my home at **[Your Address]**. As a tenant of Newark and Sherwood District Council, I believe it is important to address this matter promptly to ensure I/we have a comfortable living environment.

### **[Step 1: Describe the Issue]**

The issue I am facing is **[describe the issue in detail including what happened, when, where, who.]**

**[E.g. A leaking roof, in my living room, that started in June. A repair that was made in July has not stopped the leak.]**

**[E.g. A faulty heating system, the boiler is not working, it stopped working in December. A repair carried out in December has not fixed the heating.]**

**[E.g. A broken window in my lounge, that was reported in March. Noone has been to fix it].**

This problem has been ongoing since **[date when the issue started]** and despite my previous verbal/written communication, it has not yet been resolved.

### **[Step 2: Explain the Impact]**

The persistence of this issue has caused significant inconvenience and discomfort. **[Explain how the issue has affected you, e.g., "The leaking roof has led to water damage in my living room and has made it difficult to use the space effectively."]**

### **[Step 3: Request for Action]**

I kindly request that you take immediate action to address and resolve this issue. I believe that as a tenant, I am entitled to a safe and habitable living environment, and I trust that you will take the necessary steps to rectify this situation.

### **[Step 4: Follow-Up]**

Please let me know when I can expect the repairs to be completed or if there are any further steps I need to take. I appreciate your prompt attention to this matter and look forward to a swift resolution.

Thank you for your cooperation.

Sincerely,

**[Your name]**