# Complaint letter for a builder

*Your name*

*Your address*

*Date*

*Name of the trader*

*Address of trader*

Dear Manager

**Re: Complaint about the *construction of house/bathroom/shed* completed on date at insert address.**

***Insert contract number***

I am writing regarding the construction at *address of construction* and bring to your attention the following issues:

*Enter description of problem/s using dot points. For example:*

* *Leaking roof in family room*
* *Poor quality paintwork in bedrooms 1 and 2*
* *Incorrect grout colour used in bathrooms and laundry*

I telephoned your business and spoke *to insert name* at *insert the times and dates that you spoke to the business*.

They advised *insert main points from the phone conversations*

To resolve this problem, please consider the following options:

*Enter what you would like the builder to do next. For example:*

* *Repair all issues identified above*
* *Compensation for damage to carpet caused by leaking roof*
* *Complete repairs recommended by building inspector*

I also ask that you reimburse the cost of a building inspector. This cost was incurred as a result of defective workmanship, an invoice has been attached.

Please contact me on *insert work and phone numbers where possible* to discuss the issues. If you haven’t contacted me within ten days I will be contacting Consumer and Business Services to lodge a complaint.

Yours sincerely,

Mary Smith