

Draft Letter: Notification to Trader

Important: The letter needs to be sent by Registered (Advice of Receipt) post

Consumer's address

Tel : _____

Date _____

Trader's address

NOTIFICATION OF COMPLAINT

Reference is made to the complaint which I have already brought to your attention by means of a telephone call/letter/email/visit to your premises (strike out the words that do not apply) regarding the sale of _____ that was made on _____, as per attached document/s.

As required by the Consumer Affairs Act, Chapter 378 of the Laws of Malta, I am now officially informing you of the complaint.

The details of my complaint are as follows:

Hence, I request that you remedy the situation within a reasonable time frame.

Kindly note, that the complaint has also been referred to the Complaints and Conciliation Directorate, within the Malta Competition and Consumer Affairs Authority.

Yours sincerely,

Name & signature