

(4)

(d) Complaint

Example : As the Purchase Officer of Nirmal Foundations Pvt. Ltd., write a letter of complaint to The Sales Manager of Danish Technologies Pvt. Ltd. on the discrepancies found in certain items supplied by them.

NIRMAL FOUNDATIONS PVT. LTD.
57, Ponnu Complex, East Vadi Street,
Chennai-600 062.

26 April 2009

Sathish Joshua
The Purchase Officer

The Sales Manager
Danish Technologies Pvt. Ltd
Anna Salai
Chennai-600 002.

Dear Sir/Madam,

Sub : Complaint on Computer peripherals received - Reg.

Ref : 1. Our letter No. JN/47-2009

2. Quotation No. M/52 dated 26 March, 2009

3. Delivery note No. XY/871 dated 26 April, 2009

Thank you for delivering the items ordered for on the stipulated date. But the personnel who have to install the items have not turned so far. Also, we find certain sealing tampered with. Please send your men and do the needful at the earliest as we are not able to kickstart our program as per schedule.

Yours faithfully,
(sign)
Sathish Joshua
The Purchase Officer

Explanation :

Whenever an organization wants to buy products in bulk, it calls for quotation from various dealers. After receiving the quotations, a comparative analysis is done and orders are placed. Then the products are received and verified. If there is any discrepancy, a letter stating the default is sent to the dealer for rectification. The format is like a presentation in a letter pad. Language should be simple, clear and precise, with all relevant particulars.