

Complaint letter template

Information translation of the linked Polish document. In case of discrepancies, the Polish original prevails. This translation does not change its content or date of issue.

Polish original

Warszawa, date: _____

Sender: company _____; address: postcode/city _____; street/number _____

BackOffice Outsourcing Sp. z o.o., 04-036 Warszawa, Al. St. Zjednoczonych 72/12

POSTAL OPERATOR COMPLAINTS DEPARTMENT

COMPLAINT

On _____, an item with posting number _____ was sent to _____. The service fee charged was _____; the item weighed _____.

The item was delivered damaged.

We enclose a copy of the damage report prepared upon receipt of the item.

Due to improper performance of the contract, we request compensation of _____ PLN.

Complainant's signature: _____; company stamp: _____

Attachments: original/copy of the proof of posting; damage report.