

Template Letters

Template letters to help you with your complaint.

We have produced a series of template letters to help you with your complaints. Click on the links below to download the letters or contact our Consumer Protection Team on 0800 121 6022 for help.

Letters will download to your device as a Word document. If you need the Word document translated or read aloud, [click here](#) to add 'Read&Write' software to your device, supplied by Text Help. If you need any further support with this software, [click here](#) to contact Text Help.

Private Car Parking Charges

- Document
[Private Parking Charge Complaint Letter Template June2024.DOCX](#)

Air Travel

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[Letter Template - Flight Cancellation - Updated September 2022.DOCX](#)
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[Letter Template - Denied Boarding - Updated September 2022.DOCX](#)
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[Template Letter Ferry Journey.DOCX](#)
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[Letter Template - Flight Delay - Updated September 2022.DOCX](#)
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[Letter Template - Lost Luggage - Updated September 2022.DOCX](#)

Energy

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[Dispute Meter Accuracy template letter.doc](#)
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[Disputed Direct Debit Amount template letter.doc](#)

Consumer Rights

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