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August 1, 1995

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Dear [recipient's name],

*Our Order No. [number] - Complaint*

We wish to remind you of our letter of complaint sent to you on [date] concerning the poor quality of goods supplied to us. We are surprised that you have made no attempt to contact us or offer an explanation for this problem.

We would greatly appreciate a representative of your company calling on us urgently in the hope the matter can be settled cordially and to both our satisfaction.  
Sincerely,

[Sign here]

[type your name here]  
[type your job title here]